



Annual PPG Meeting Faccini House Surgery

10th March 2016

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12:00 Welcome

12:05 Review of this years actions

- Create PPG Notice board area
- Introduce feedback posters of patient suggestions and comments
- Create greater presence of precautions for patients with Asthma and COPD
- Review posters and promotions with the PPG

12:15 Review of practice campaigns

- Antibiotic Use – Antibiotic Guardian
- Specialist Asthma Nurse Reviews
- Immunisations – Children, pregnant, and flu
- Admission Avoidance Care Plans
- Over 75 notification and care advice
- DNA appointments and non-clinical appts
- Friends & Family feedback

12:25 New items for 2016/17

- Greater connection with Uplift Service
- Greater connection with Alzheimer's Society for our Dementia patients
- Increase awareness of on-line services (appointments, prescriptions, advice)
- Waiting Room screen for health messages & PPG

12:35 Discussions/ Suggestions

14:00 Close

Review of Actions for 2015/2016

Action	Status
Create a PPG Notice Board Area	COMPLETE: Notice Board in waiting room assigned
Introduce Feedback posters of patient suggestions and comments	COMPLETE: Feedback posters of patient comments and suggestions and the practice actions have been put up in the corridors.
Create greater presence of precautions for patients with Asthma and COPD	COMPLETE: Asthma and COPD patients invited in to meet with specialist nurses before winter set in.
Review posters and promotions with PPG	COMPLETE: Met with PPG Members regarding advice on posters and their locations in the surgery.

FACCINI HOUSE SURGERY

WORKING WITH OUR PATIENTS AND OUR PPG



		DNA Appointments Last 3 Years					Total
	Year▶	2013	2014	2015	2016	Total	
Month▼							
Jan		0	106	107	105	318	318
Feb		0	121	102	95	318	318
Mar		62	162	77	19	320	320
Apr		132	89	103	0	324	324
May		158	116	83	0	357	357
Jun		156	113	100	0	369	369
Jul		165	116	107	0	388	388
Aug		144	67	93	0	304	304
Sep		105	107	62	0	274	274
Oct		177	190	102	0	469	469
Nov		151	123	79	0	353	353
Dec		110	105	118	0	333	333
Total		1360	1415	1133	219	4127	4127

FACCINI HOUSE SURGERY WORKING WITH OUR PATIENTS AND OUR PPG

