

## Clift Surgery PPG – Key Priorities 2015/16

### Background

The objectives and plans for 2015/16 included in the Clift Surgery Business Plans form the basis for the PPG key priorities for the same period. These include (extracts) -

- "To put the necessary processes, procedures, training, service delivery and QOF (Quality and Outcomes Framework) indicator influencers in place with the intention of improving patient experience and satisfaction levels ....."
- "To achieve full staffing levels in the Dispensary by mid-2015; to assess and implement ongoing training and coaching to bring all staff up to the same high level of proficiency in the Dispensary processes and procedures and patient facing capabilities; to achieve 100% accuracy of prescription processing and delivery; to minimise medication stock-outs; to maintain the efficiency and effectiveness of the EMIS Web system....."
- "To develop a specific ongoing survey for users of the Dispensary to determine the improvements in service levels triggered by system and staff training developments; to identify necessary further changes; to provide a written questionnaire issued with all prescriptions with the option of survey completion online via the surgery website using Survey Monkey by September 2015....."
- "To work closely with the PPG and the Practice Manager to investigate and address the issues raised above and produce an action plan for the year ahead; to conduct a face-to-face survey over a week, every three months, in the waiting room to qualify the issues raised in the Patient Survey and to generate immediate, of the moment feedback which the annual Patient Survey cannot do....."
- "To discuss, agree with the PPG and implement a pro-active patient communication programme before, during and after the surgery extension; to allay any patient concerns throughout the process; to encourage patients to get behind the project and 'buy into the process'....."

### PPG - Key Priorities

- To establish the most cost-effective and efficient ways to engage and to communicate with the patient community, cognisant of the differing patient profiles, ages, physical and mental conditions and their ability (or not) to communicate digitally.
- To consider the benefits of a Clift Surgery (bi-monthly) Newsletter to include news at local surgery level, wider NHS matters at both CCG and NHS England levels and how best to distribute such a Newsletter online and offline.
- To communicate the practice service, process and procedure improvements on a regular basis to the patient community, including new developments and initiatives. In particular the improvements made in the Dispensary which has had 'bad press' over the past year or so in certain minority quarters.
- To consider how best to use PR to address 'local village gossip' which often denigrates all the positive and welcome patient benefits which the practice achieves.
- To capitalise on the findings from the interim and annual patient surveys and communicate with the patient community results, actions and patient benefits.
- To offer a digitally completed survey to those patients who would prefer to respond in this way, using Survey Monkey.
- To develop a comprehensive communications strategy and plan for the practice extension to ensure patients get behind the project and 'buy into the process' - before work starts, during the building and after completion.
- To develop a timely and pro-active response mechanism to address any specific concerns patients or groups of patients may have about the surgery service during the extension building work.