

Bradford Student Health Service PRG Action Plan

ACTION	COMMENTS	RESPONSIBLE PERSON	PROGRESS	OUTCOME
PPG flyers/posters to be displayed in waiting area	to generate interest and members	Reception staff	Posters/flyers on waiting area notice boards	Generated a little interest but not much
Recruit new members to the PPG by asking patients using the service	to explain the purpose of the PPG group and enlist new members	Reception staff, Doctors, Nurses	65 patients agreed to participate in the group, signed consent forms and took part in the survey	Patients responded well to this method and were happy to engage
Upload the survey onto our website	to allow all patients access to the survey	Practice Manager	completed a new patient participation page has been created	inform patients of all aspects of patient participation
Ensure that the PPG is representative of our patient demographics	As the practice has a high percentage of over-seas patients make sure that all ethnic groups have been invited to join the group	Practice Manager	All consent forms were monitored and ethnic groups not represented were contacted by letter	No responses
Keep patients informed about patient engagement events being held locally	to encourage patients to join local patient groups	Practice Manager Secretary	Details sent out via twitter.	Ongoing

Review Access	Survey results highlighted access. Daily routine appts available. Review Extended hours	Practice Manager GP Partner	Surveyed patients. Results reviewed look at adapting ext hour surgeries to suit	Awaiting CCG approval for surgery amendments
Review New Build plans	Business case on hold	GP Partners/Practice Manager	Await update from UoB and NHS re funding and location	Keep patients updated when possible