







Penketh Health Centre

PPG / Patient Survey 2012 – Action Plan

Priority	Survey Question/Area	Item for Action	Timeframe for Action/Milestones	Measure of Success	Responsibility
 High	All	To publish results of 2012 survey Website/Surgery Extract in March Newsletter Major Piece June Newsletter <i>Q1 partially addressed March Newsletter</i>	End of April 2012 – All Data Individual newsletter pieces in respective issues	Evidence of publication	
 Low	All	To repeat 2012 survey	To report by end of financial period 2012/13	Completed survey of at least 1.5% of registered patients	
 Medium	All	To implement patient education programme around key themes through coming year: <ul style="list-style-type: none"> • Access to appointments • Surgery Website/Text Messaging/Online Booking • Access to healthcare services (GP/Practice Nurse/Other) • Chronic Disease Management Including Newsletter/Envisage/Poster Campaign/Open Event	June 2012 May 2012 August 2012 October 2012	Response from focus groups Improvement in survey results 2013 Newsletter	
 Medium	All	Develop practice newsletter to share information and educate patients. 4 Issues Per Year <i>March Issue developed and published as launch issue</i>	March 2012 ✓ June 2012 September 2012 December 2012	Newsletter produced and published to schedule	
 Medium	All	To implement virtual focus group to: <ul style="list-style-type: none"> • Monitor patients satisfaction • Implement change and reform • Monitor and measure success of patient education programme 	Q2 2012/2013	Focus Group Launched	

 High	Text Messaging (Q5/6)	Increase awareness of text reminder/results service Increase the number of people registered to use the text messaging service	March 2013 Measure progress towards target through focus group	Increase awareness to at least 60% Increase registered to use of those aware to at least 50%	
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