

**Action Plan Priority Areas and Implementation 2014/2015**

**Priority Area 1**

Nomination of a group member to join South Tyneside Patient Forum and provide feedback to the group

What Actions were taken to address the priority?

1. A vote was taken to decide which member to join
2. The nominated member agreed
3. Practice Manager organised the member to join the group
4. Review the walls as regards pictures and notices

**Result of actions and impact on patients and carers (including how publicised)**

- Results of feedback from the forum, the following was carried out in practice
- Mental Health information and closure of Bede Wing publicised in waiting room
- New pilot scheme "accessible information standard" . Riverside was chosen to be part of but due to change in timescales and change of provider Riverside unfortunately couldn't take this forward

**Priority Area 2**

Recruitment of new members and build patient group up

What Actions were taken to address the priority?

1. Practice to be proactive
2. GPs/Nurses and staff to be actively involved
3. Clinicians to ask patients and give leaflets at the end of consultations
4. Practice staff to encourage new patients to join at point of registration
5. Display in reception advertising patient group

**Result of actions and impact on patients and carers (including how publicised)**

- Two new members recruited so far
- Practice website updated to reflect the increase
- Continue with campaign to increase numbers

**Priority Area 3**

Promote practice services and promote communications with patients who have disabilities

What Actions were taken to address the priority?

1. Practice leaflets were updated with up to date information regarding practice staff
2. Notice boards were changed and made eye catching, advertising well woman clinic and various other clinics
4. The practice tv was updated regarding services offered
5. Patients with disabilities were identified on practice computer system

**Result of actions and impact on patients and carers (including how publicised)**

- Letters to patients with partial sight were typed on bigger font
- Patients with disabilities were managed according to their disability
- Posters were displayed in the waiting area

***TRINITY MEDICAL GROUP***

**Progress in previous years**

The practice has made progress in promoting practice services and communicating with patients with disabilities. This work will continue. Riverside practice was mentioned in an education event by the learning disability team in recognition of work carried out in this area.