

**Derby Road Patient Participation Group 2019/20**

Thank you for the responses we have received.

Following the question on priority issues these were the responses provided:

1st priority agreed was tackling our high rate of Patients that fail to turn up to booked appointments.

2nd priority agreed was to look at the Practice website

3rd priority agreed was to look at how – we as a Practice communicate with you the patients.

**Proposed suggestions on how to address each priority.**

Patients that fail to attend appointments– Many of you have suggested that we fine patients, but unfortunately we are not able to fine patients that fail to keep their appointments and we have to remember that some may have a legitimate reason. However we could implement a letter after maybe 3 non attendances in 6 months, that points out the wasted resources attached. We also would like to have a campaign centred around this topic with failure rates on posters, leaflets etc.

Practice Website – We will look at the possibility of getting a new Practice website. The current one is used mainly for information and advice. Maybe with a new website we could look to expand what is currently offered.

Patient communication – we as a Practice will look at providing and producing a quarterly newsletter. In this newsletter we can look to give the patients the latest news regarding the Practice and staff. We can maybe look at having an advice section, helpful hints section and seasonal information.

So these are the action plans that have been suggested. We hope you agree with the made suggestions.

**If we don’t hear back with any further suggestions or issues we will proceed with these subjects for this year.**

**Thank you**