

Orchid House Surgery - PPG ACTION PLAN

Abbreviations:

OHS- Orchid House Surgery

PPG- Patient Participation Group

PCN- Primary Care Network

ES- Emma Simpson- Practice Manager

AJW- Adam Wakeling – Business support manager

AS- Anabel Slater – PPG Lead

CS- Chris Shuter – Social prescriber

JH- PPG Chairman

XX- PPG member

EOY- End of Year

CG- Coffee Group

Action	Plan/Suggestion	Who	Estimated timescale for completion	Comments	Status
Orchid House Community Drivers	To set up a volunteer driver service for the patients of OHS.	ES/AS	ASAP	Campaign for more volunteer drivers will continue.	CLOSED - May 2025 as the service is now up and running
PPG waiting room board	New boards to be purchased to provide different boards of information to the patients	ES/AS/JH/XX/XX	By the end of July 2025	JH, XX and XX have designed the board and have been regularly updating the questions featured.	CLOSED – but will be maintained by PPG members

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PPG feedback box	Feedback box to be put on the PPG board so people can put in their thoughts, experiences, suggestions and PPG members can respond to the comments.	ES/AS/JH	By the end of July 2025	Suggestion box with submission forms and QR code are now in the waiting room.	CLOSED
First Contact Practitioner	PPG member shared experience of not being able to book FCP appointments despite ringing in when they were advised to.	ES	ASAP	FCP's are shared within the PCN and some surgeries were not honouring the embargo on the appointment slots. EA raised with PCN and now embargoes are being upheld and each surgery is allocated a set number of appointments.	CLOSED- but will be monitored
Volunteer subgroup	Forms to be completed in the PPG meeting so we know which PPG members would like to be involved in volunteering/activities at the surgery.	ES/AS/JH	This will be an ongoing project	Forms have been completed. Patients can discuss at coffee groups and will be contacted for various activities via email as and when.	CLOSED - Ongoing
Welcome packs	To provide a digital welcome pack for new patients.	ES/AS	EOY	CG provided feedback on the welcome pack re grammar and including additional information on clinicians that are available at the surgery. This information has been added.	Ongoing

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				<p>CG have also suggested that we include information on local clubs, services and support groups. This links in with the services directory that we plan to have on our website. Once this is on our website, we will be able to include a link to it on our digital welcome pack.</p> <p>Welcome pack not yet launched as there will be further changes coming with surgery connect (to be discussed in PPG meeting). Since the last meeting we have been sending out a welcome text which asks the following questions:</p> <p>Would you like to have a routine GP appointment within the next 6 months as part of our new patient check?</p> <p>Would you like us to review your records for any outstanding immunisations?</p> <p>If your BMI is over 30, would you like support with losing</p>	
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				<p>weight? Live Well Dorset referral for support.</p> <p>If you are a smoker, would you like help giving up? Referral for Smoke Stop service.</p> <p>If you drink alcohol, would you like help cutting down? Referral to Live Well Dorset.</p>	
Google reviews	To gain access to our google reviews so that we can respond to them.	ES/AS/AJW	EOY	ES to complete a video to show that OHS is our business.	Ongoing
Staff photos in waiting room	A board in the waiting room, or on the TV with a 'who's who' so patients know who they are seeing.	ES/AS	EOY	We now have consent to show our own content on the TV in the waiting room. ES has emailed OHS staff and also the PCN staff to gain consent for photos to be displayed, no responses yet.	Ongoing
Automatic doors	The front doors can be difficult to open, particularly for frail/elderly patients, automatic doors would be a solution to this.	ES	Timescale unknown currently	Quotes received. Progress to be made once financially viable for the business.	Ongoing
Prescription issue	Raised by patient XX regarding medication not issued in a timely manner.	ES	July 2025	ES investigated and responded to patient directly.	CLOSED

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Toys/magazines in waiting room	Raised by patients to have some toys and magazines in the waiting room as it was pre-covid	ES	Ongoing project	This was discussed with the Partners on 09.06.25 and as we want to revamp the waiting room, they do not want to make any changes currently. They also had concerns around infection control. Hospitals have cleaning teams that can keep on top of the sanitisation of toys and magazines but it is not something that we could expect our cleaners to do additionally. To be discussed in next PPG meeting. Alternative could be for the PPG to design a 'kid friendly' board with fun posters and activities.	Ongoing
Companions for the elderly	Raised by patient at PPG meeting. It would be beneficial for us to have a way of helping patients who are lonely and want companionship.	ES/AS/XX	By the next PPG meeting	Discussion taken place with local councillor. Plan to create a directory on our website to direct patients to which will include a section on resources for those who are lonely. PPG volunteer XX has kindly agreed to help with this and find local services by enquiring at the	CLOSED – we are looking into how we can integrate with community switch

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				library and reviewing the community switch done by the Cranbourne Practice. Meeting to be arranged for interested volunteers so we can discuss further.	
Phone calls from the surgery	Raised by patient at PPG meeting It would be useful for clinicians to call the same number twice to allow patients time to get to the phone instead of ringing different phones.	ES	By the next PPG meeting	This was discussed with the Partners on 09.06.25 they have advised that the policy is to ring twice. They try to ring an alternative number as some will complain if the alternative number on record is not tried. A suggestion for patients who struggle to get to the phone in time would be for them to ask for their mobile to be rung, so that it can be kept in a pocket/in close range whilst awaiting a call.	CLOSED – June 2025
Continuity of care	Raised by patient at PPG meeting about wanting to see the same GP for continuity of care.	ES	By the end of July 2025	ES to remind reception that appointments for ongoing problems should be booked with the same GP where possible. It is not always possible as some GP's are in high demand but this	CLOSED – June 2025

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				information will be shared with the team as a reminder.	
Notes on home page	A patient raised whether if they are hard of hearing would this be on their records.	ES	By the end of July 2025	Patients with additional needs eg. Need large print communication, hard of hearing, interpreter needed etc should have this information recorded on their front page. If you are unsure, you can ask the receptionist to check this for you and they can add any notes that would be appropriate for staff to see. Information on this also displayed on the PPG board.	CLOSED – June 2025
Feedback QR code	PPG member has seen another surgery use a QR code in the pharmacy asking for patients for feedback.	AS	EOY	AS has put feedback QR code poster in waiting room.	CLOSED
NHS app leaflet	A PPG member has seen another surgery with a leaflet about how to use the NHS app.	AS	By the end of July 2025	Sourced digital version of the leaflet and printed. Put copies into the leaflet display in the waiting room. We also have a poster with a QR code on it which directs patients to help and support for the NHS app.	CLOSED – Sept 2025

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Digital learning sessions	Other PCN's and surgeries are hosting digital champions who are conducting digital learning sessions.	AS/ES	EOY	Ongoing discussions on how we can make this work for our patients.	Ongoing
PPG member says that texts from the surgery come back as undelivered.	More information needed so we know are they texts about booking appointments, texts from GP's etc then we can try to establish what is not working.	AS/ES/JH	Timescale unknown	JH to find out more info for ES + AS. Unable to see a trend for this problem.	CLOSED
PPG Newsletter	<p>We now send regular updates to patients who responded to our text campaign and said that they wanted updates from us. ES has been sending texts which direct patients to the updates page on our website which features any current updates. We will also now include on the updates section the 'PPG newsletter'</p> <p>The CG will be asked to provide us with 3 topics to feature on the next newsletter so that the newsletter includes information that patients will want to read.</p>	CG/JH/AS/ES	Ongoing project	<p>At the September CG the topics chosen were:</p> <ul style="list-style-type: none"> - How to keep warm - How to avoid falls - Loneliness at Christmas <p>We have a template already designed for the newsletter so we will be adding the information and sharing the newsletter with the next update text.</p>	CLOSED but ongoing
Waiting room surveys	We would like to have a group of PPG members who are involved in waiting room surveys. This will help us to be able to get a patient	XX/XX/JH	Ongoing project	We have carried out a survey on screening programmes	CLOSED but Ongoing

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	perspective on a number of topics that will influence the way we communicate information with patients.			with 2 PPG volunteers. More surveys will be conducted.	
Google page photo	The CG have told us that the main photo of our surgery on google is obscured with a taxi.	ES/AS	End of Sept 2025	We have looked and it seems that the photo was put on our google page by a member of the public which we cannot remove. Once our page is verified as our business we will be able to upload our own photos of the surgery exterior.	CLOSED – Sept 2025
Identifying patients who may need additional support	<p>The CG have asked if there s a way new patients who may need additional help can be identified.</p> <p>Suggestion that the ‘update your details’ section of the website could include additional questions eg. Housebound, disabled, carer, new parent etc.</p> <p>Query from CG about how concerned relatives or friends could alert the surgery if they think a patient of ours needs support</p>	ES/AS/Social Prescriber	Next PPG meeting on 19 th September 2025	<p>Most of the questions are on the new patient registration form. We wouldn’t ask if they are housebound as the housebound criteria is very strict.</p> <p>We will change the form online for updating details to include if they are a carer, and ask if they have any additional needs, their NOK.</p> <p>We will do a social media post about this too.</p>	CLOSED – Sept 2025

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				<p>If patients have additional needs, it is already coded on their record, if they are a carer, housebound, visually impaired, deaf etc. The clinicians will code patients records during appointments or from hospital correspondence.</p> <p>If family or friends have concerns about a patient registered. We encourage them to email or write to us so that these concerns can be passed to the GP who will decide any appropriate course of action.</p>	
Staff Change Updates	Query from CG on how patients can know when a new staff member starts or leaves.	ES/AS	By next PPG meeting 19 th Sept 2025	We inform patients of staff changes via our website, monthly update posters in the waiting room and on social media.	CLOSED – Sept 2025
Reception privacy	Query from CG: When decoration is done, could the self-sign in, be moved to give better privacy?	ES	Timescale unknown	Yes we will be looking into how to improve the privacy at the front desk when we do our surgery improvements. Quotes have been obtained.	Ongoing

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	Could there be signage on the floor to remind patients to give space and privacy at the desk				
Website and social media	<p>Query from CG: who looks at it? Is it worth the time and money? How many use it and do we have analytical information for it?</p>	ES/AS	By next PPG meeting 19 th Sept 2025	<p>ES and AS manage website and social media. It does not cost any money to run the social media accounts and we do not pay anyone externally to manage the accounts. The website is vital for us to share information on the surgery and for new patients to register.</p> <p>Our Facebook account in the last month had 1.4k views with a 48 percent increase of those views being from non-followers. The views are organic so we do not pay for Facebook to push our content. Our Facebook page is useful to share updates and we can see how many times our posts are viewed and shared. The social media is not a priority, but it is a useful tool that we will utilise as best as we can to</p>	CLOSED

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				<p>reach and share information with those who many not visit the surgery in person. Instagram views and reach is a lot less but what we post on Facebook is automatically shared on our Instagram account so it takes no additional time to also use this platform. This information was shared in the PPG meeting.</p>	
Olive – virtual assistant	Query from CG: What does it achieve and how does it work?	ES	By January 2026	<p>Olive support patients in getting help from the right places. This includes a new element coming which will allow patients to ask Olive a question. We have stats for this which will be shared in the PPG meeting and will be included in the minutes. We would like to hear thoughts from the PPG on how they have found the Olive feature. PPG will be asked to test the feature and share their thoughts. Information shared in PPG meeting.</p>	CLOSED

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Community switch	CG have been looking at local resources that our patients would benefit from with the goal of creating a directory for our patients.	ES, AS, JH, CG	Ongoing project	ES, AS and JH attended a community networking event that highlighted community switch and its impact within the community. We are interested in being involved with community switch in some capacity, so we do not repeat work that has already been done. ES to schedule a meeting with the founders of community switch to discuss how our PPG can assist further.	Ongoing project
Physiotherapists at the surgery	PPG member raised at the PPG meeting that they would like physios at the surgery like we had before.	ES	Timescale unknown	ES to see if this is something we can do and feedback to the PPG.	