

## **Patient Participation Action Plan for 2015/16**

<b><u>Item</u></b>	<b><u>Action/Date</u></b>
1. Improved signage for Car Park to try to prevent non-patients from using Practice Car Park.	By end September 15
2. Training for Receptionists to ensure that they consistently alert patients of GPs/nurses running more than 10 mins late. Training for Receptionists and clinical staff to help them communicate with and direct visually/hearing impaired patients.	By end September 15
3. Put yellow tape and signage in place to hold queuing patients back from Reception Desk, thus improving confidentiality. Make it clearer to patients that we have a Confidentiality Booth.	By end June 15
4. Improve management and display of leaflets in Reception and ensure that patients can order leaflets and other information in various formats (larger print, Braille, other languages, etc.)	By end August 15
5. Find better ways to mark out the Children's area in Reception and put in place more fixed games for children within the area.	By end December 14
6. Improve signage to patient toilets (raised/lower signage etc).	By end September 15
7. Investigate some higher chairs (with arms) for Reception and possibly other clinical room for patients who find it difficult to get up from smaller, lower chairs.	By end September 15