**PPG Toolkit** | **V2.0** | March 2024 | **#PPGsinLeeds**

**55**

**INSERT YOUR PRACTICE LOGO HERE**

**Appendix J**

Action Plan template

Patient Participation Group (PPG)

**Action Plan**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | **What is the issue you have identified?** | **Where is the evidence?** | **What will you do about it?** | **What can’t you do and why?** | **How will you know it has been successful?** | **How will it improve the experience of the wider community?** | **Who will lead the project?** | **Completion date** | **You said, we did** |
| Jan 2024 | A lack of privacy at the reception desk | A number of complaints have been received by the practice manager | Create a privacy box on the floor by the reception desk.Put up a notice on the wall.Text all registered patients with a mobile number to make them aware of confidentiality | Re-design the reception area due to lack of available funds | Reduction in complaints | It will improve confidentiality for all patients at the practice | Practice manager | April 2024 | **You said** we need to improveprivacy at our reception desk.**We** created a privacy box on the floor, put up a poster and contacted patients by text to reminder them of confidentiality. |
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