Patient Participation Group: **Action Plan**

**PPG Toolkit V1.0**

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| **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 2020 | 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 2020 | You said we need to improve privacy 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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