

Appendix B – action plan template

Action plan template

Below is the action plan template used at the workshops. Attendees worked within their IBD teams and were given the opportunity to establish up to three separate key priorities (action points). The example below was created by the IBD programme team.

Organisation name: _____

Key priority 1: _____

Action point: Implement a patient panel	
Date: 1 February 2015	
What's the problem?	<ul style="list-style-type: none"> - A lack of patient feedback on the IBD service - Lack of input from patients on service development - No 'patient voice' to use to influence service development
Why is it important?	<ul style="list-style-type: none"> - Need patient opinion and experience to guide service development - Useful resource to lobby organisation / commissioners
Specific: <i>What are we going to do about it?</i>	<ul style="list-style-type: none"> - Set up a patient panel - Discuss with Crohn's and Colitis UK patient panel adviser - Crohn's and Colitis UK website has extensive information and downloadable content on patient panels (http://www.crohnsandcolitis.org.uk/improving-care-services/patient-involvement)
Measureable: <i>How will we measure any improvement?</i>	<ul style="list-style-type: none"> - Liaised with Crohn's and Colitis UK - Approach patients for expressions of interest - Successfully initiating the panel - Written feedback on the service from the patient panel
Achievable: <i>Is this plan achievable?</i> (Consider feasibility within organisation, and list potential issues here)	Yes.
Responsible: <i>Who will be responsible for carrying out this work?</i>	<ul style="list-style-type: none"> - IBD lead to initiate contact with Crohn's and Colitis UK patient panel adviser - All IBD team members to approach patients for expressions of interest in outpatient clinics - IBD lead to take on role of representative for the patient panel or to delegate within IBD team
Timely: <i>When will we have this completed?</i>	<ul style="list-style-type: none"> - Contact made with Crohn's and Colitis UK within 1 month (April 2015) - Interested patients to be collated and officially invited within 3 months (June 2015) - First patient panel meeting in 6 months (September 2015)
Date(s) due for review	April 2015 June 2015 September 2015