

AGREED ACTION PLAN – 2014-15

| Suggestion | To be completed by? | Action to be taken | Completed |
|--|----------------------------|--|-------------------------|
| Review appointment system. | To be advised | Following the results of the patient survey 2014-15, one of the main areas was the appointment system we currently have. This will be reviewed where possible. The practice has listened to the comments of our patients and our Patient Participation Group and will look into this. When making any review, the practice must take into account the new Duty GP rota system which has affected the daily appointment system. | under review |
| On-line appointment booking and cancellation | In Progression | Now implemented for full appointment booking and cancellations – this is an area the practice is very keen to utilise and following comments from the survey, patients seem to agree. | In consistent progress |
| Practice to look into facilities for requesting repeat medication through website and online services. | 1 st April 2015 | The practice will be opening the option of repeat prescription services through our online option as well as access to patient notes from 1 st April. | In Development |
| To keep patient informed of changes and developments to practice services and general information. | On going | To continue to develop the practice website and provide as much patient relevant information through this medium and also the waiting room TV information point. | √ |
| To continue to assist patients in ways to reduce A&E attendance through use of our practice. | Under development | To reduce the costs of A&E attendance during practice opening times for minor incidents. Offer the patients an alternative which is quicker and less stressful to the patients. | Under Review |
| Keeping patients up to date with the constant NHS Changes and new incentives. | On going | To ensure patients have access to information where required in relation to all the changes within the NHS and through patients services. The practice continues to make improvements in the surgery as well as utilising the online option to facilitate this. | Constantly Under Review |