

AGREED ACTION PLAN – 2012-13

Suggestion	To be completed by?	Action to be taken	Completed
Improved telephone system	On going	To identify a more appropriate telephone system to reduce current call stacking problems, patient being placed on hold, which will cope more efficiently during busy periods. These features need to be considered together with cost and service disruption implications.	under review
On-line appointment booking and cancellation	On going	To implement and develop more online and interactive systems in line with consensus of patient views. To promote services to all patients.	Developing
On-line prescription requests	Current	Practice to look into facilities for requesting repeat medication through website and online services.	Under review
To keep patient informed of changes and developments to practice services and general information.	On going	To utilise and continue to develop the practice website and provide up to date information on any issues relevant to patient services, closures, training and clinics.	√
Improvements to patient control over contacting practice, registrations and updating information.	On going	To promote and educate patients to enable out of hours contact through the website facilities for contacting the practice and completion of forms where necessary.	√
Keeping patients up to date with NHS Changes	On going	To ensure patients have access to information where required in relation to the forthcoming changes to the NHS and patients services. Practice to look at improvements in the surgery as well as utilising the online option to facilitate this.	Under review