

AGREED ACTION PLAN – 2011-12

Suggestion	To be completed by?	Action to be taken	Completed
Booking appointments on the day	On going	Having availability of appointments to be booked-on-the-day regardless of them being routine or urgent. Reviewing each day to meet demand.	√ (initial stage)
Booking appointment in advance	On going	To allow for patient to book up-to 6 weeks in advance for routine appointment. All follow up appointments are also booked within the relevant time that has been required by GP.	√ (initial stage)
Consultations rooms labelled	February 2012	All consulting rooms are clearly labelled. Direction arrows to be added for location of consulting rooms. GP and surgery information to be displayed on practice window.	√ √ √
More 'extended' surgeries	June 2012	To identify the need for more extended hours, taking into consideration the demand, cost of running and benefit to all parties involved.	
Informing patient of appointment delays	On going	Patient to be informed of any appointment delays through receptionist communications and touch-screen messages	
A better phone system	Ongoing	To identify an appropriate system which will alleviate queuing problems, patient being placed on hold and that can cope with busy periods. This all need to be considered along side cost and disruption to service.	
On-line appointment booking	May 2012	To allow patients to book appointments on-line through practice website	
On-line prescription requests	Under discussion	To allow patients to request medication on-line through practice website	