

Agreed plan of action for 2015-2016 following review of patient feedback

Action	By who	By when	Progress
To share findings and suggested recommendations with all patients who have provided an email address for receiving information about the Practice.	AM	20 th March 2015	
To provide monthly updates via the electronic noticeboard about telephone activity	JH	20 th July 2015	
To install real time information to staff to keep the practice team informed of the number of callers and their waiting time, with the aim to answer calls within a maximum of 20 second	JH	30 th June 2015	
To remove the need for call handling during busy periods at reception	AM and JH	31 st December 2015	
To inform patients about accessing their medical records, including test results, online from 1 st April 2015	AM	1 st April 2015	Supporting documentation amended to include additional information about security and specific instruction regarding online access (27.3.15). SMS to be sent to patients on 1.4.15 Settings checked to ensure access to all doctors available online. Settings updated 27.03.15
To pilot use of music in waiting room to provide distraction from conversations between the practice team and patients	JH	1 st April 2015	
To provide quarterly reports to patients via the website about dispensing activity and associated safety measures	JH	20 th July 2015	
To offer the electronic transfer of prescriptions	AM and JH	31 st December 2015	Date pencilled in for 9 th June 2015
To continue to advocate SMS	AM and	Ongoing	Discussed how

services to patients	JH		SMS could be used to send medication review reminders rather than highlighting on Bside of prescription. Ongoing investigations
To cost installation of self check in units for both waiting rooms	AM	30 th June 2015	
To continue to review and improve the appointment system to ensure the correct appointment is booked for patient first time. This means appointments need to be booked with most appropriate clinician, within the correct time frame and using the most appropriate method, e.g. telephone or face to face.	AM	Ongoing	
To display the number and impact of missed appointments in the waiting room	JH	1 st April 2015	
To provide quarterly reports to patient via the website about complaints and suggestions received by the Practice.	AM	20 th July 2015	
To provide a log of what patients have said and consequently what the Practice did. Very much like supermarket feedback 'You Said.... We did!'	JH	20 th July 2015	
To use electronic noticeboards in the waiting rooms to improve communication with patients, providing information about the Practice and local health and social events	JH	1 st April 2015	
To introduce regular quizzes whilst waiting for appointments to improve memory	JH and AM	30 th June 2015	

Finalised 30th March 2015