

Appendix 3: Implementation of Recommendations following Results of the Plain Talking Survey for Avon Valley Practice 2013-2014

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	31 st January 2013	Email sent to 311 patients on 11 th January 2013. Comments received and included where appropriate within the report
To meet with telephony suppliers to discuss practice needs together with costs. These will be reviewed by the partners.	AM	28 th February 2013	
To carry out an audit to identify the reasons why patients contact us	AM	17 th January 2013	Completed
To discuss results of above audit with partners at next partners meeting and decide next steps	AM	31 st January 2013	Completed
To obtain group results and compare to practice results	AM	31 st January 2013	Completed 8 th January 2013, ready for further discussion with partners on 14 th January 2013
To develop an autoconsultation for healthcare professionals to obtain quick access to good leaflets	IG	31 st March 2013	
To develop an app to use with TPP to obtain patients' signature for consent	AM	31 st March 2013	
To trial alternative appointment strategies to optimise appointments following discussion of audit results in January 2013	AM	31 st March 2013	Pilot begins 25 th February 2013
To develop a mailing list for all patients for sending information/surveys etc..	AM	30/6/2013	

Updated with progress on 20th March 2013