

Implementation of Recommendations following Results of the Plain Talking Survey for Avon Valley Practice 2014-2015

Agreed plan of action

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	13 th February 2014	Email sent to 594 patients, responses received from 3 patients
To submit proposals to NHS England to pilot increased access to GP services throughout the week and at weekends	AM	14 th February 2014	Completed, awaiting outcome
To arrange additional GP sessions in August and September to assist during times of annual leave	AM	5 th February	Arranged
To include message to patients via telephone system to explain why receptionists ask for information to help arrange an appointment	AM / PDJ	17 th February	Completed
To formulate and implement a communication strategy for the Practice in 2014 which includes use of two way text messaging and voicemails	AM	31 st March	Completed
To partake in pilots available to test online access to test results	AM	31 st December 2014	Awaiting opportunity

Written 8th February 2014
Updated 19th March 2014