

Action Plan 2011/2012

Mutually agreed priorities for Action and Intervention

Priority for Action	Proposed Changes	Who needs to be Involved?	What is an Achievable Time Frame?
<p>Improve communication to patients regarding the services that the practice provide</p> <p>Use the website and newsletter more effectively as well as the call sign and the life channel in the waiting area.</p> <p>Display more posters and use the notice boards more effectively relaying information to patients</p> <p>Attach information slips to repeat prescriptions informing patients of services that the practice provide.</p> <p>Publicise more information regarding the Patient Forum Group</p> <p>Use the T.V. in Willington Community Action Centre to display information.</p> <p>Use e-mail and text messages to improve communication</p>	<ul style="list-style-type: none"> • Use the website more effectively • Use the television screen in the local Community Action Centre to display information on EMIS Access, Opening Hours, Repeat Prescriptions, Patient Forum Group, Practice Newsletter and the practice website address. • Attach information slips to all repeat prescriptions regarding the different services we provide and change this information on a monthly basis. • Use the notice boards and also the call sign in the waiting area more effectively displaying posters regarding EMIS Access, Opening Hours, Repeat Prescriptions, Patient Forum Group, Practice Newsletter and the practice website address. • Display laminated 	<p>Practice Staff Patient Forum Group Members</p>	<p>March 2012 – Ongoing Updates</p>

<p>E-mail the practice newsletter to patients who have internet access.</p>	<p>statements on the reception desks with specific information on for patients to read.</p> <ul style="list-style-type: none"> • Use e-mail to communicate with patients regarding services, health campaigns and e-mail the Practice Newsletter. • Look at developing a text message service to communicate with patients 		
<p>Publicise more information on the DNA rates</p>	<ul style="list-style-type: none"> • Publish figures on a monthly basis regarding the amount of appointments that have been wasted due to patients failing to attend pre-booked appointments • Use posters in the waiting area, the call sign, the Practice Newsletter, Practice Website and the television screen in the local Community Action Centre to display monthly figures. • State the monthly figures in the DNA letter that is sent out to patients who fail to attend for an appointment • Develop DNA Policy to put in place and publicise this on website 	<p>Practice Manager/Office Manager Practice Staff Patient Forum Group Members</p>	<p>March 2012 – Monthly Basis</p>

<p>- Re-design waiting area to improve privacy and confidentiality and include a child's play area.</p>	<ul style="list-style-type: none"> • Change the seating arrangement in the waiting area so that patients are not facing the reception desk. • Re-Locate the call sign to accommodate the above. • Increase promotion of using the self check in system • Look at investing in a new self check in system • Widen the reception desk so that patients can not lean over it • Erect a screen on the front desk to reduce sound travelling from reception area into the waiting area to improve confidentiality. • Develop a child's play area in within the waiting area. 	<p>GPs Practice Staff</p>	
<p>Allow patients to submit repeat prescriptions between 12noon – 1pm</p> <p>Extend the opening</p>	<ul style="list-style-type: none"> • Leave the entrance to the foyer open during 12noon – 1pm so that patients can submit repeat prescriptions into the prescription box over the lunchtime period. 	<p>Practice Staff</p>	

hours of the prescription line	<ul style="list-style-type: none">• Extend the opening hours of the prescription line to allow more access to submit repeat prescriptions.		
Improve chemist collection service	<ul style="list-style-type: none">• Conduct a small audit to identify the issues with the chemist collection service• Meet with the local Pharmacy to discuss ways in which this service could be improved.	Practice Staff Local Pharmacy	