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| **ACTION PLAN-2015** |

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| **Problems Identified** | **Action** | **Who is involved?** | **Timescales** |
| **Lack of awareness of the Patient Access being offered at the Practice.** | Although posters are displayed within the waiting area, we will look at adding more posters. The Practice is also looking into updating advertising within the waiting area by means of a screen. This will hopefully help further in increasing the awareness of Patient Access for all patients. | Practice Manager  GP Partner  Staff | April-May 2016 |
| **Telephone Access – Getting through to the surgery via telephone has been identified as a major issue** | The Practice will continue to source external quotes from telephony companies and also liaise with the Health Informatics/Telephony department within the hospital to see if there are alternate solutions on the current systems. | Practice Manager  GP Partner | April-June 2016 |
| **EPS (Electronic Prescribing Service) – There still seems to be a lack of understanding about the electronic prescription service and how this works** | The Practice manager will produce leaflets to explain how EPS works. These leaflets shall be added into new patient packs and will also be readily available from within the waiting area for existing patients. Staff will continue to provide details about this service to patients who may not be familiar with it at present. | Practice Manager | April 2016 |
| **Lack of awareness about the Practice’s complaint procedure** | Further leaflets shall be produced for patients to have access to. The complaints procedure will be advertised further within the waiting area. Details shall also be added to the Practice leaflet. | Practice Manager | April 2016 |
| **Patients not being fully aware of all the services the surgery can offer** | Communicating new and existing services available to patients at the surgery will be done through various methods. This will include such things as;   * Waiting area displays. PRG to help with the creation of posters/alerts. * Newsletters – these will be more widely distributed rather than just being displayed in the waiting areas * Patient email addresses continue to be collected by the surgery whenever possible so the aim is to start sending newsletters electronically to those wishing to receive them. * Practice website will be utilised more effectively to advertise services. * The Jayex Board (patient call system) – messages will be displayed more frequently to help increase awareness of those services being offered at the practice. * Using an advertising screen – like mentioned previously this is something the practice are currently considering. | Practice Manager  PPG  Staff | May –June 2016 |
| **Patients not being aware of the existence of the Patient Participation Group (PPG).** | Leaflets will be produced for patients to take away with them to help understand what the PPG is about and what it involves. The PPG are going to advertise this further using the practice noticeboards displayed within the waiting area. The group will also help to put together a booklet with further information about the group. The practice is in the process of updating the new patient packs so more information about the PPG and how any new potential members can join this group. | Practice Manager  PPG  Staff | May –August 2016 |