

| Action Plan following 2013 Patient Survey   | Progress Report 1 <sup>st</sup> September 2014  | Action Plan following 2014 Patient Survey   |
|---|---|---|
| <ul style="list-style-type: none"> <li>To introduce a new system for all patients to be able to book appointments online</li> </ul>         | <ul style="list-style-type: none"> <li>Information about using the VISION ONLINE booking an appointment online service put on the Practice Website and in the Summer 2014 and Winter 2014 Newsletters</li> <li>Number of patients currently using service – 320 (those registered)</li> </ul>   | <ul style="list-style-type: none"> <li>To install a new Practice Computer System called <b>'SystemOne'</b> in April 2015</li> <li>To make available to all patients a new Registration Form to register to book appointments online</li> <li>To make more current late afternoon and evening appointments available online in response to requests from patients who are working and find difficulty in fulfilling morning and early afternoon appointment</li> </ul> |
| <ul style="list-style-type: none"> <li>To link this with a revised and improved system for obtaining repeat prescriptions online</li> </ul> | <ul style="list-style-type: none"> <li>Former web based service (used by a large number of patients) for repeat prescriptions still available (Number currently using it – 631 last month)</li> <li>New VISION ONLINE service introduced to patients (via sources above) and patients now using it (Number currently using it - 320)</li> </ul> | <ul style="list-style-type: none"> <li>To install a new Practice Computer System called <b>'SystemOne'</b> in April 2015</li> <li>To make available to all patients a new Registration Form (see above) to register to obtain repeat prescriptions online</li> </ul>  |

|  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• To ensure that the time patients have to wait for their appointments in the Waiting Room is kept to as minimum as possible</li> </ul> | <ul style="list-style-type: none"> <li>• Discussed by the Chair of the PPG with all the Partners – the need for improvement in this area stressed</li> <li>• Some anecdotal ‘improvement’ although this will be statistically measured in the 2014 Patient Survey</li> </ul> | <ul style="list-style-type: none"> <li>• To continue the progress made (see Patient Survey) in ensuring that the time patients have to wait for their appointments in the Waiting Room is kept to as minimum as possible</li> <li>• The Practice PPG to write an Information Leaflet asking patients to prioritise the main reason for visiting the Doctor to ensure that appointments are largely contained within the 10 minute slot allocated</li> <li>• To further suggest in the leaflet to patients that when they have more than one reason for visiting the doctor they ask Reception if a longer slot (or a further appointment) can be allocated to discuss this / these with the Doctor</li> </ul> |
| <ul style="list-style-type: none"> <li>• To modify the current appointments system to introduce further availability of same day appointments</li> </ul>                       | <ul style="list-style-type: none"> <li>• The availability of ‘On the Day Appointments’ have been increased at the beginning and end of each week</li> </ul>  | <ul style="list-style-type: none"> <li>• To continue to look at other ideas that will help ensure that the availability of same day appointments meet the needs of as many patients as possible – including hearing about the experiences of another surgery who have found time on, some days, for ‘open appointments’ later in the morning</li> </ul>   |

|  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>• The PPG to do further work to increase the number of patients who are aware of the remit and the ongoing role of the Patient Participation Group</li> </ul> | <ul style="list-style-type: none"> <li>• PPG has highlighted its work in the Summer 2014 and Winter 2014 Newsletters</li> <li>• PPG members have played a prominent 'clerical' part in the 2014 Flu Clinics</li> <li>• New PPG signage in Waiting Room</li> </ul>  | <ul style="list-style-type: none"> <li>• The PPG to continue to play an active role in the Practice on behalf of all patients and to look at variable ways of communicating this work to all patients</li> <li>• The PPG recently installed and have now taken responsibility for the new signage in the Waiting Room – with one section devoted to the work of the Old Henry Street PPG</li> </ul>  |
| <ul style="list-style-type: none"> <li>• To continually look at ways in which telephone access to the Practice can be enhanced</li> </ul>  | <ul style="list-style-type: none"> <li>• A new information message for patients recorded on Practice telephone system</li> <li>• Extra staff are now on duty from 8.30am to answer telephones</li> <li>• Message on telephone asks patients who are seeking test results etc to ring later to give priority in the early morning period for patients seeking appointments</li> </ul> | <ul style="list-style-type: none"> <li>• In recognition of the 33% of patients in the Practice Survey who reported that 'they find getting through on the telephone at some times difficult' to continue to ensure that the maximum number of staff are available to answer the three incoming Practice telephone lines from 8.30am and to keep this continually under review</li> <li>• The message on the telephone now asks patients who are seeking test results etc to ring later to give priority in the early morning period for patients seeking appointments</li> </ul> |