

APPENDIX 4

Creating and signing off the action plan (covers points 4 and 5 of the DES)

Action Plan – The practice should outline how the action plan was agreed
<p>How was the PRG consulted on the proposed action plan? At meetings every 6 weeks from initial meeting to discuss this plan on 14/09/2011. There was also telephone and email contact when necessary. The action plan was initially discussed and then slightly amended by members over the next three months when relevant changes were identified.</p>
<p>Are there any aspects that were not agreed? There was agreement from everyone to the plan. The only item that fell slightly was the timescale in obtaining some of the information we needed. Some slight amendments were needed following discussion but these were all agreed by members of the PPG.</p>
<p>Are there any contractual considerations to the agreed actions? There are no contractual considerations to the plan or any of the slight changes made.</p>
<p>What was the agreed action plan? Part 1. To look at ways to improve ease of booking appointments by making the process easier by better communication and improved patient information systems. It was apparent from our survey that many patients did not realise there was an internet booking and ordering service although we have been advertising it for years. This was obviously poor marketing on our part and we discussed and identified ways of improving this. Part 2. Patients still did not realise that they could also order repeat medication by the same electronic method and also that we had a dedicated out of hours answerphone service. Messages left overnight and out of hours are actioned immediately the following morning by staff. This method is easier for patients as it means they are not trying to get through at our busiest times and it is convenient for working patients who can telephone at night, at weekends and even at Bank Holidays.</p> <p>The plan was again to advertise and market this service better to make it available for more patients.</p>

The PPG discussed a variety ways of making patients aware of these services including notices, messages on the right hand side of FP10, screen messages on our information screen in the waiting room and word of mouth.

The reception staff were also signing patients up to the internet service and then taking them to a private room where they were shown how to log on and use the on-line booking and ordering service and given a demonstration of the various applications.

Members of the PPG with computers all signed up to this access service.

Please fax this form to the Primary Care Commissioning Team to 01384 366475 by Friday 30th March 2012