

Horncastle Medical Group Patient Reference Group Action Plan 2017/18

Priority Areas	Findings	Agreed Actions	Nominated Lead	Timescale/Action
Action 1 Increase the number of appointments available on-line	1-Request from PRG member	1.1 Review appointment system for all clinics and services 1.2 Monthly monitoring and quarterly feedback to the PRG	Practice Manager/Assistant Practice Manager	1.1 31.05.2017 1.2 On-going
Action 2 Increase the variety of on-line clinics available	2-Comment received on the Practice Survey to increase on-line appointments for a variety of clinics	2.1 Review appointment system for all clinics and services	Practice Manager/Assistant Practice Manager	31.05.2017
Action 3 Responses to be provided to all survey comments	3 - Numerous comments were written on the patient surveys which the Practice would like to give feedback	3.1 In-house display in the waiting area providing feedback to patient comments 3.2 Feedback to patients on the Practice website	Practice Manager/Assistant Practice Manager	30.04.2017
Action 4 Increase sign-up to SMS services	4- Discussion at PRG meeting <u>Current situation</u> 07.03.2017: 432 patients (4.7% Practice population)	4.1 Targets set for reception and dispensary to encourage patients to sign up – figures to be monitored monthly 4.2 Dispensers to ask regarding signing up when undertaking DRUMs	Assistant Practice Manager	On-going for 2017/8
Action 5 Increase the number of available clinics for SMS service	5- Request from PRG member	5.1 Review appointment system for all clinics and services 5.2 Monthly monitoring and quarterly feedback to the PRG	Practice Manager/Assistant Practice Manager	31.05.2017 On-going
Action 6 Car parking spaces	6-Feedback from the patient survey	6.1 Arrange a review with local construction company	Practice Manager	31.05.2017