

ACTION PLAN – 2013-14

What are your plans for achieving your identified priorities for the next 2 years? (These priorities could include areas where you have scored below the benchmark or have got worse, or issues that have been raised by your patient group). Please complete the table below:

Priority for action	How do we plan to achieve this?	Who is the lead and who else needs to be involved?
Improving telephone access.	Re-organising staffing around peak times. To man more telephone lines at busy times.	Sheree Ridley Practice Manager Partners
Improving communication	Text messaging service. Email service.	Sheree Ridley Practice Manager Reception staff
Improving Infection Control	Place posters in the waiting area so patients are aware of who to notify if they feel that cleanliness is not at a high standard.	Sheree Ridley Practice Manager Cleaning team