

Fairfield Park Health Centre
Patient reference group agreed action plan

Priority area	Action	Progress
Access to appointments	Practice to aim to meet the target of having routine bookable appointments available up to 4-6 weeks in advance	Ongoing.
	Practice Manager to monitor the above action weekly and to display reports in the waiting room	Ongoing. Commenced Tuesday 7th April 2015
Communication & Education	Practice to promote the use of the Minor Illness Nurse and to provide detailed information on what services she can provide.	Existing list of Nurse services to be reviewed and updated, and information to be made available on the Noticeboards in the reception/waiting areas and on the Practice website. Deadline; Friday 17th April 2015.
	Practice to display a board showing which clinical staff are on duty each day, to be updated daily	Not yet completed. To be completed by Friday 17th April 2015
	Practice to produce and display an 'organisational structure' chart, detailing the staff and their roles, to be displayed on the noticeboards and on the Practice website.	Chart completed and displayed on the noticeboard in the waiting area. Not yet posted on the website. Deadline: Friday 10th April 2015.
Disabled access	Additional disabled car parking space to be allocated in the front car park to improve access for disabled patients	this was discussed with the GP Partners and it was felt that, as parking space is very restricted generally for staff and patients, this would not be implemented. However, the markings have been repainted to make the existing disabled parking space clearer.
	Consider options for allowing access via the Helath Promotion room to disabled patients using the rear car park	This action is still under consideration by the Practice, dependent on feasibility, costs of intercon systems etc. Deadline for final decision: Thursday 16th April 2015.
Other agreed actions	Patient refernce group meetings to be scheduled at different times, e.g. Lunchtime/afternoon, early evenings etc. to try to make them more accessible to a wider range of patients.	Ongoing. Meetings to be scheduled at least quarterly throughout 2015/16. RS to circulate proposed dates to all PRG members. Deadline: Friday 10th April 2015.

Fairfield Park Health Centre
Patient reference group agreed action plan

Priority area	Action	Progress
	Display recruitment posters in local businesses (Shops etc.) to try to promote inclusion of a wider range of patients	Not yet completed. Deadline: Friday 17th April 2015
	GP partner/s to attend PRG meetings whenever possible	Ongoing. Dependent on dates/times of meetings and individual GP availability.