

Chew Medical Practice

Action Plan resulting from local Patient Survey 2012

	Action	By whom	By when	Update December 2012
1	Appointments			
1.1	CMP to consider options for offering appointments more than 1 month ahead for clinical/medication reviews once new computer system is installed	KD	October 2012	Still under consideration. New system now in place for creating appointments, offers flexibility in releasing some appointments early
1.2	CMP to investigate options for automated reminders for appointments once computer system is upgraded	KD	October 2012	Patient mobile numbers have been actively collected. Pilot reminder service by text message to start in January 2013
1.3	Options for responding to urgent medical matters to be discussed again with a view to further questions on next year's survey	KD/PRG	December 2012	
1.4	Options for phone consultations to be discussed again with a view to further questions on next year's survey	KD/PRG	December 2012	
2	Prescriptions			
2.1	CMP to continue to promote email and online ordering options	KD	Ongoing	Online access has been actively promoted
2.2	CMP to investigate options for automated reminders for appointments once computer system is upgraded	KD	October 2012	Will gauge response to reminders for appointments before extending further, but the technology is there to do this
3	Out of Hours Service			

3.1	Results of survey to be passed to BEMS Out of Hours Service	KD	March 2012	Done
4	New services			
4.1	CMP to pursue plans to introduce self-help groups in popular areas, in consultation with existing voluntary organisations and support groups	KD	July 2012	Various discussions have taken place Relations with Carers' Centre strengthened Diabetic group to start in January 2013
4.2	A wide range of options to be used to promote new services	KD/PRG	July 2012	Mixed success

CMP Chew Medical Practice
 KD Kate Davenport, Practice Manager
 PRG Patient Reference Group

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