

Annex “D” Action Plan resulting from patient questionnaire survey 2014/15

| Area to be looked at | By Whom | What we will do | By When | Reviewed |
|---|---|--|----------------------|---|
| Comfort and décor of waiting area | Partners, Practice Manager and Finance Manager, & Patient Group | Look at re-decoration, replacing of windows, and replacing some chairs. | End of May 2015 | Windows being replaced (March 2015) |
| Online Booking, Prescription Requests & Access to records | Receptionists, Doctors, Nurses. | Promote online services through posters, face to face at the reception, over the telephone, in consultations. Gather patient email addresses with their consent to use for possible further promotion of services in the future. | End of December 2014 | Done |
| Prescriptions – Look to move request box to Waiting Area. Look to encourage more people to use a chemists collection service thus cutting down number of patients coming into Reception each day. | Receptionists, Practice Manager and Chemists. | Ask patients if they have considered asking their Chemist to collect their prescription for them. | End November 2014 | Changed over to Electronic Prescribing instead (January 2015) |
| Telephone re: appointment booking | Receptionists. | We will re-audit appointment v demand | End of April 2015 | |