

ACTION PLAN 2014

Identified area for improvement	Proposed Action	Date discussed and agreed with PRG	Date for Completion of Action/Timescale	Responsible Person
Patients still unaware that they can receive telephone advice from the GP	Staff to offer more and poster for both sites	25.03.14	25.04.14	M Wildsmith
Patients still unaware of the extended hours, late evening appointments	Poster for both sites	25.03.14	25.04.14	M Wildsmith
DNA continue to be a significant problem	Continue with warning letters and poster both sites	25.03.14	25.04.14	M Wildsmith
Patients are having trouble getting through on the phones at peak times	To adopt Voice connects/Patient Partner (automated phone service 24/7)	25.03.14	25.04.14	M Wildsmith
Some patients still unaware of on line services	Continue to promote and poster both sites	25.03.14	25.04.14	M Wildsmith
Would like staff to wear name badges	To purchase	25.03.14	25.04.14	M Wildsmith