

## ACTION PLAN

Identified area for improvement	Proposed Action	Date discussed and agreed with PRG	Date for Completion of Action/Timescale	Responsible Person
Newsletter	To produce a newsletter to advise patients on the services and to answer some of the main points raised in the surveys and also to explain more about the Advanced Practitioner service	18.03.13	As soon as possible	M Wildsmith
Increase staff	To add in an extra receptionist for the first hour to help answer the morning telephone calls	18.03.13	As soon as possible	M Wildsmith
Did Not Attend Patients	To be more proactive at sending out warning letters to patients who don't attend for their appointments and take action where appropriate	18.03.13	As soon as possible	M Wildsmith
Notice Boards	To tidy up the notice boards in general	18.03.13	As soon as possible	M Wildsmith