The Avenue Medical Centre

Website: *www.theavenuemcblackley.nhs.uk*

**The Avenue Medical Centre: Patient Participation Group 2014-15**

The practice has taken feedback from Patient Participation Group Members and from patients and has an action plan with three priorities to work to.

**ACTION PLAN**

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| **Description** | **Action Required** | **How It will be achieved** | **Who** | **Deadline** | **Updates** |
| Practice Development Plan, to extend and fully refurbish the existing site.  This will improve the environment for patients and staff and allow further development of Primary Care Services. | Practice Improvement Bid submitted to NHS England to seek approval and funding contribution towards development of the surgery | Bid to be submitted to NHS England/ NMCCG | Partners | 30/09/2014 | Submitted and approved |
| Development of Building Plan which will conform to NHS England Estates requirement | Partners, Architect, Surveyor, PPG | 30/09/2014 | Revised plans developed ready for planning application 30/01/2015 |
| Heads of Terms Agreement | Partners, Chartered Surveyor and Practice Solicitor | 31/03/2015 | Agreed |
| Planning Application | Architect | 31/12/2014 | Revised plans agreed and submitted 30/01/2015 |
| Appointment of Quality Surveyor | Appointed by Partners | n/a |  |
| Tendering Process as per NHS Estates | Architect | n/a | When planning approved |
| Review of letters/ communication issued | Improve letter template and adopt uniform approach. | Letter template to be edited on Emis web and reception letter folder to be created. | MLP | 31/03/2015 | Completed, letters to be reviewed and updated regularly |
| Better patient information of what type of appointment is required. | Add paragraph to detail that a routine appointment is required | MLP | 31/03/2015 | Completed |
| Staff member (sender) to sign the letter (audit) | Insert signature line | MLP | 31/03/2015 | Completed |
| Review of practice telephone system and streamline options | Remove message about telephone number change | Re-record messages and keep greeting message short | Reception | 31/12/2014 | Completed |
| Review options for the caller, cancelation option | Ensure option to cancel an appointment is available | Reception | 31/12/2014 | Completed |
| Recording of Telephone Calls | Obtain quote for hardware and software to record calls | MLP | 31/07/2015 | Quote obtained- approval required |
| Additional Lines, Handset | Obtain quote for additional lines/ handset for practice extension | MLP | 31/07/2015 | Quote obtained- approval required |