

Action Plan for 3 Priority Areas

After liaising with the Virtual/Patient Participation Group, Patients and practice staff suggestions for the 3 Priority Areas were put forward and agreement reached to action and implement changes in the 3 Priority areas.

1. Missed Appointments
2. Parking
3. Nurses clinics

The Action Plan will be displayed in the waiting room with a feedback sheet for patients to give their suggestion or feedback on the plan.

Priority Area & suggested ways to improve	Actions	Date to be actioned or reviewed	Progress of changes	Date changes implemented
Missed Appointments	<ul style="list-style-type: none"> • Nurses to telephone all patients who DNA appointments within their nurse led clinics 	5/9/14	<ul style="list-style-type: none"> • Nurses continue to telephone to follow up the patient and to rebook their appointment 	5/9/14
	<ul style="list-style-type: none"> • Receptionists to telephone patients who have an appointment within a nurse led clinic (not treatment room) to remind the patient they have an appointment & confirm they will be attending 	5/9/14	<ul style="list-style-type: none"> • Receptionists continue to telephone patients who are booked within the chronic disease clinics to confirm they will be attending and add the confirmation to the appointment screen 	5/9/14
	<ul style="list-style-type: none"> • When the receptionist make an appointment they will ask the patient to read back the date & time of the appointment made 	22/10/14	<ul style="list-style-type: none"> • Receptionists continue to ask patients to read back the date and time of the appointment booked over the telephone 	22/10/14
	<ul style="list-style-type: none"> • Perform a DNA audit for the month of October 2014 and circulate anonymous data to the PPG to discuss at the next PPG meeting 	Nov 2014	<ul style="list-style-type: none"> • Data discussed at the PPG meeting 7/1/15 – GPs DNAs to be broken down further to see if there is a pattern or patients who continually DNA. Data to be discussed further at the next PPG meeting and to see if a solution can be identified 	4/3/15

Parking	<ul style="list-style-type: none"> • Draw parking lines in the car park to ensure patients park within the lines making the best use of the space 	17/10/14	<ul style="list-style-type: none"> • Lines have definitely improved the parking within the car park making the maximum use of the space. Cars are still being parked obstructing the GPs access to attend emergencies so a yellow box junction will be drawn so allowing GPs access 	17/10/14
	<ul style="list-style-type: none"> • Monitor the car park on a regular basis ensuring patients are visiting the surgery 	1/9/14	<ul style="list-style-type: none"> • The car park continues to be monitored especially on days when outpatient clinics are running at Stratton Hospital 	12/1/15
	<ul style="list-style-type: none"> • Adhoc clinics to be booked on quieter days or when busy surgeries are not running 	Ongoing	<ul style="list-style-type: none"> • Adhoc clinics continue to be booked at quieter times of the day and week and when possible off site at the Parkhouse Centre i.e flu clinic 	1/9/14
Nurse Clinics	<ul style="list-style-type: none"> • Signage to the nurses clinic from the waiting room to where the nurse is running her clinic 	24/10/14	<ul style="list-style-type: none"> • Before their clinics start the nurses fix signs around the building leading to the room they are running their clinic to help patients know which room they are working in 	24/10/14
	<ul style="list-style-type: none"> • Offer nurse led clinics wherever possible in either morning or afternoon 	3/4/14	<ul style="list-style-type: none"> • Clinic times and demand for appointments are continually being reviewed 	3/4/14
	<ul style="list-style-type: none"> • Use some of the extended hours with nurse clinics so giving patients flexibility of evening appointments 	3/4/14	<ul style="list-style-type: none"> • Clinic times are continually reviewed with Cytology, Hypertension, Asthma/Spirometry & Teen clinics running out of hours within the extended hour clinics 	3/4/14