

Action Plan 2012-13

Objectives	Actions required	Action Progress
<p>To improve actual and perceived accessibility of access to appointments via the internet booking service as the survey highlighted desire to use this service is quite high but this is not reflected in actual usage</p>	<ul style="list-style-type: none"> • Ensure there is appropriate availability of appointments for internet booking • Publicise the availability of internet appointments more clearly: <ul style="list-style-type: none"> a) in the waiting areas by using a dedicated notice board b) to new patients when they register c) make the online-booking facility more prominent on the website 	<p>Done - confirmed patients can see GP both pre-bookable and book-on day appointments. Future availability – in progress</p> <p>In progress</p> <ul style="list-style-type: none"> a) Display currently being created b) Done - Requested Senior Receptionists ask each newly registering patients if they would like the online account paperwork and to provide PIL c) Done
<p>To further increase awareness of, and representation within, the PPG and once this has been achieved the group should, with the practice, set the objectives for the next 12 months</p>	<ul style="list-style-type: none"> • Ask existing members, including online group, if there are any obstacles for them taking part and action feedback • PPG members to make contact with other local groups to shadow at meetings or gain insight of different • Practice manager to seek feedback from other practice managers as to methodologies they employ • Add message regarding PPG to automatic patient check-in screen 	<p>In progress</p> <p>In progress</p> <p>Done – Quite a few practices have online forums and on quite a large scale 50-70 members.</p> <p>Message highlighting the existence of the PPG added to the “ticker tape” directing patients to the notice board in the hallway at the main site.</p>
<p>To continue to build on the improvements in consultation engagement</p>	<ul style="list-style-type: none"> • Clinicians to act on their individual feedback and continue to build on their experience scores 	<p>Individual feedback provided to the GPs . Progress will be monitored by further surveys and through the GP appraisal system, individual patient feedback/comments.</p>