

Practice Action Plan 2013

Priority for Action: what we asked and how did you respond	Proposed changes: what we will do	Who will be responsible?	How will we measure it and when will it happen?
Text message reminders about appointments – do you use them? (41% knew about them)	Keep asking if people would like to be texted a reminder of their appointments. It will remain an “opt-in” service.	Reception on booking appointments	Keep measuring progress year on year with surveys
Online booking of appointments (53.3% knew they could now do this)	Keep promoting online appointment booking	Everyone/website	Keep measuring progress year on year with surveys
Online ordering of prescriptions (41% use this, 10% tried but didn't like the new system)	Provide help to patients whenever possible. Look into IT training for people who find this difficult. Liase with SystmOnline about ease of use.	Reception/ dispensary staff Computer manager	Keep checking throughout year
Lunchtime closing of dispensary – patients say this is too long and too difficult for full time workers to collect prescriptions	Remind patients that collection during lunchtime is possible – ask reception for help. If impossible for paying patients to collect at any other time phone beforehand to ask reception to take payment.	Dispensary/ reception	Put up poster and send prescription note about opening times.
Patients say waiting room looks shabby and depressing	Refurbishment of waiting area	Surgery staff	In the next 12 months – will be obvious
Patients dislike radio station in waiting room	Investigation of alternative audio-visual entertainment options	Surgery staff	In the next 12 months – will be obvious