

Appendix 2: Practice Action Plan 2012

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?	Achieved
Would you like to be texted about an upcoming appointment? (25% said yes)	A trial texting service will be provided for patients who have agreed to be part of it	Practice Admin team	In next 12 months	Yes
Would you like to be able to book some appointments online? (53% said yes)	Some appointments will be made available to book on the Wyndham House website	Practice Admin team	In next 12 months (depending on our computer system providers)	Yes – appointments available for doctors and physio
Are the dispensary opening hours reasonable? (The dispensary has a long lunch break)	These remain unchanged, but reception staff will collect repeat medication during lunchtime provided you don't pay	Dispensary and reception staff	Already in place	Yes
Availability of dispensers (The dispensers don't know when I'm standing at the window)	The bell will be reinstated or a light system will be installed	Practice manager	By June 2012	A bell was in place for about a month then broke through over-use
How do you find the waiting room? (The music is annoying)	Change the radio station to Classic FM	Practice manager	Immediate	Yes
Accessibility	Access to first floor – asked about when booking appointment	Reception staff	After next staff meeting	Yes
Late night dispensary opening Evening surgeries Saturday opening	Previously when we offered these services (2007 – 2011) there was little actual demand. The costs to the PCT of us opening for Extended Hours are significant. Often only one patient would ask for an appointment which makes it a very expensive consultation for the Community. There are also issues of safety – need to ensure surgery is adequately staffed to be able to cope with medical emergencies and dispense medication securely. We work hard to achieve excellent standards of access during the day and are sure this is why low take up of previous extended hours opportunities for patients.	Clinical Team to review. Will remain extremely flexible with appointments offered – happy to adapt to enable those who need to can come early or late to see Dr or Nurse.	Immediate review	Yes – discussed in depth

