

Patient Action Plan

Priority for Action: what we asked and how you responded	Proposed changes: what will we do?	Who will be responsible?	How will we measure it and when will it happen?
Stair lift	Investigate whether this would be feasible	Management staff	Next 6 months – present feasibility report to PRG/patients
Classes for elderly to use IT	Consider and investigate cost and options	Management staff	Next 3 months – report to PRG/patients
Dissemination of information on services for carers	Inform patients – posters and articles	All	Ongoing throughout year – compare survey results next year
Repair toilets	Immediate need	Management to arrange repair	Immediately – will be obvious
Online info about travel	Check it is all available	Website editor	Next month - visible on website
Dispensary opening hours	Consider options available	Management and Dispensary staff	Next 6 months – any changes will be clearly displayed
Dispensary & reception staff – improve customer relations	Implement customer service training	All staff	Training will take place in next 6 months – check with survey results next year
Dispensary & reception – install bells	Doorbell style bells to be installed so patients can indicate their presence to staff	Management to buy and install	Next 3 months – will be visible
Dispensary/Reception layout	Consider longer term options for developing layout changes in dispensary and reception to help work flow issues and patient ease of use.	Management, reception and dispensary staff	Report on options available – within next year
Leaflets	Consult/conduct survey of which get taken away and remove unread leaflets to de clutter waiting area	Management/reception	Continuous – waiting room will be less cluttered
Wifi network	Implement on a test basis	Management	Within next year – monitor patient use and assess after 1 month trial
Ease of booking appointments	Investigate why it is increasingly difficult to see preferred clinician	Management	Report to PRG – monitor through next year's survey