



March 2014

Dear Patient

As part of the Patient Participation Group DES 2014 the Practice has agreed the following ACTION PLAN. This plan will be distributed to members of the PPG, posted on the Practice website www.highgreenmedicalpractice.co.uk, distributed within the Practice area.

All patients are encouraged to feedback their thoughts/ideas relating to this action plan to the Practice via the Practice suggestion box, email info@highgreenmedicalpractice.co.uk or at the Practice Coffee & Cake Event planned on the 19th February 2014

a) **Improving Patients access to the Practice for the booking of appointments & general enquires**

The Practice is to further increase the advertising of On-line appointment booking and also the alternative methods of contacting the Practice i.e. encouraging patients to attend in person to reduce telephone traffic. The Practice also plans to increase advertising to patients to encourage them to contact the Practice regarding non urgent enquiries after peak times i.e. after 10am.

Action Date – Ongoing from March 2014

Action by – Assistant Practice Manager & Support Staff

b) **Increase access to the booking of appointments – especially telephone access for on the day appointments**

The Practice is to increase the number of staff available first thing in the morning to handle appointment bookings from both patients attending the reception desk and also contacting the Practice via the telephone system. It is hoped that the additional member of staff will reduce patient waiting times at both the reception desk and on the telephone lines.

Action Date – Introduced from February 2014

Action by – Practice Manager & Assistant Practice Manager

c) **Advertise more extensively within the Practice reasons why delays may occur in the Practice when patients are waiting to see Clinicians.**

The Practice aims to increase patient understanding of the reasons why occasionally clinician's surgeries do not run to time resulting in patients waiting passed their allocated appointment time to be seen by clinical staff. By emphasising on displays within the waiting area, and also on the practices newsletters, website and via twitter the many reasons which are generally unavoidable that patients increased understanding will reduce their frustrations with support staff during extended waiting periods. All support staff will also increase the levels of communication with service users when a delay in surgeries occurs and will ensure that patients are keep up to date with the current status throughout their waiting time.

Action Date – Immediate

Action by - Assistant Practice Manager & Support Staff

d) **Enhance service users waiting times within the Practice**

To further improve patients waiting times the Practice is to examine the possibility of introducing digital media/display screens into the Practice waiting room, it is hoped that this additional form of advertising will increase patient access to health education material and also improve the waiting experience by service users whilst in the Practice.

Action Date – March 2014 onwards

Action by – Practice Manager & Assistant Practice Manager

e) **Examine alternative methods of encouraging service users to attend PPG events**

The Practice has a healthy virtual PPG who are kept up to date with Practice activities throughout the year these PPG members are also asked to provide feedback regarding their thoughts on proposed changes in Practice services and initiatives when requested by the Practice.

The Practice wants to examine new ways to encourage patients and PPG members to attend Practice activities and meet the Practice team in person as despite our best efforts attendance of Practice based events are very low. We will review whether arranging events more regularly will increase participation or whether changing the format of events will encourage increased interest.

Action Date – April 2014 onwards

Action by – Practice Manager & Assistant Practice Manager