



Hannage Brook Medical Centre - Action Plan

What	How	Who	When	Outcome
<p><u>ACTION POINT 1</u> To continue to promote the use of the self-check in screen to patients, whilst being mindful that many patients prefer to check in at the reception desk</p>	To make the self-check in screen more prominent as part of the improvement works to the waiting room and to improve the ease of use by relocating it.	Practice Manager/APM	By 31 March 2013	
	To make the instructions for using the check-in screen clearer	APM	By 31 January 2013	Completed
<p><u>ACTION POINT 2</u> To make patients aware that a double appointment can be booked with a GP if there is more than one problem to discuss</p>	Information already available on Jayex Board and in patient welcome leaflet.		In hand	



<p><u>ACTION POINT 3</u> To continue to communicate with patients about the triage system and the reason for the receptionists asking questions.</p>	<p>By explaining to patients that the receptionist will ask a few questions in order to ascertain the best type of appointment to offer patients.</p>	Receptionists	Already in hand and on-going	
	<p>To continue to reassure patients that following a triage call from a GP those who need to be seen urgently will be offered an appointment that same day.</p>	Receptionists and GPs	Already in hand and on-going	
<p><u>Action Point 4</u> To continue to promote our online services for those patients who prefer this method of communication, whilst being mindful that not all patients either have a pc or wish to contact the surgery electronically</p>	<p>Information on Jayex board and in patient information leaflets.</p>		In hand	



<p><u>ACTION POINT 5</u> To continue to promote the need/desire for patients to be involved fully in decisions about their care '<i>no decision about me without me</i>'</p>	<p>By ensuring that patients are fully informed about their conditions and care. To make paper versions of documents available or provide weblink information depending on patient preference.</p>	<p>Clinical Staff</p>	<p>In hand and ongoing</p>	
<p><u>ACTION POINT 6</u> <u>(general action points)</u></p>	<p>Make efforts to promote surveys wider where possible eg farmers market, mother & toddler groups and by attaching to prescriptions, printing in local village newsletters etc</p>	<p>Practice staff/PPG volunteers</p>	<p>As and when required</p>	
	<p>Allow space for follow up on future surveys eg patients being able to give their name/contact details if they require a specific response</p>	<p>Practice Management</p>	<p>As and when required</p>	