

SHAKESPEARE SURGERY – Action Plan 2015

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| Objective | <p>From the results of the questionnaire the following actions will be implemented starting 1/8/2015</p> <ol style="list-style-type: none"> 1. Make appointment online booking available to patients, working with the IT team and system one. 2. set up staff board explain who everyone is at the surgery as confusion has been caused because we are a teaching practice and Drs tend to come and go. 3. Promote the PPG group more widely to patients, according to the results patients are unaware of us and maybe this is effecting us with members leaving the group and new members not being recruited. |
| Partners in Project | Patients face to face, virtual members, practice manager, GPs |
| Timescale | To be implemented by December 2015 |

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| What went well | <p>Action plan was reviewed Jan 2016, following a difficult few months we continued to lose more members but we have successfully started a new group with fresh ideas, however we now have the facilities to book appointments on line and promoted telephone appointment with an improved booking system with triage appointment to speak to either a nurse or GP over the phone.</p> |
| Issues | <p>Initially patients didn't seem to like the idea of triage appointments, but now they have realized they get to speak to a GP and see a GP the same day if necessary they have had a change in opinion, and hopefully this will show in the questionnaire results for 2016</p> |