

ACTION PLAN Salters Meadow Centre 2013

As agreed by the Patient Participation Group based on the results of the Annual Patient Feedback Survey

1) Promote the surgery website, the prescription-order and appointment facilities

Action needed: The practice will devise and run another promotional campaign, looking into the options of leaflets, newspaper advertisement, direct promotion by e-mail or any other useful avenue .

Time frame: To start in July

2) Confidentiality at reception:

Action needed: The practice will improve the visibility of the sign that advertises the "privacy room". We will train receptionists as to the appropriate use of it and when to move discussions with patients away from the windows into the room.

Time frame: Complete by August

3) Voluntary drivers

Action needed: Practice manager will liaise with the local newspapers as to a possible feature on the Voluntary Drivers. We will also look into running a leaflet campaign aimed at elderly patients and maybe a table/presentation in the waiting room.

Time frame: Complete in September

4) Patient Campaign to improve parking

Action needed: Practice manager will co-ordinate the running of a signature campaign for more disabled parking spaces, a safe drop-off and pick-up area and clearer sign posting to the parking place across the road for able bodied patients. Hopefully volunteers from the Patient Participation Group are going to help with the collection of the signatures,

Time frame: Campaign to run during May and June, presentation to the relevant authorities hopefully in July.

5) Promoting the Lifestyle Advisory Service

Action needed: The Practice manager will liaise with the Service to see if they are able to deal with higher demands. If so we will promote their services by website and in surgery.

Timeframe: Discussion by 01/05/2012 If possible campaign in September

6) Weigh-in session at the Surgery

Action needed: a) Practice manager will find out if the Lifestyle Advisory Service would be able to run these sessions. b) If not, Nurse-manager, Practice manager and GPs will discuss whether it is practicable for our nurses to run these sessions.

Timeframe: a) by 1/5/13, b) if needed by June. If agreed and practicable we aim for sessions to commence by September.

7) Children's corner

Action Plan: a) to price up suitable equipment b) to discuss with GP partners to get funding approval c) estates to do the installation if needed

Time frame: a) by June b) by July c) by August

8) Surgery sign posting

Action Plan: a) The reception team to come up with a better way to sign post the clinician rooms/occupancy b) Estates to price up the necessary changes 3) To get funding approval and signs commissioned/ installed.

Time frame: a) by June b) by July c) by September

9) Improving the tannoy quality

Action Plan: To check out the speaker quality, price up an alternative if possible and get it changed if funding procured or the partners approve the expense.

Time frame: Conclusion by October

