

**Action Plan for Patient Participation DES Y3**  
**As agreed with members of the PRG on 11/02/14**

Issue highlighted	Specific problem	Suggestions from patients/staff	Discussions/Agreed Action(s)
Increased use of online services would result in less traffic in reception & telephone calls	Lack of awareness of these services	<ul style="list-style-type: none"> <li>- Display information in surgery waiting room</li> <li>- Print information on prescriptions</li> <li>- Create 'Frequently Asked Questions' section for practice website to make more user-friendly.</li> </ul>	<p>Agreed to create new posters for waiting room.</p> <p>Agreed to look into having information added to prescriptions.</p> <p>Agreed to create FAQ section for website, as would easily signpost users towards appropriate services.</p>
Appointments for specific clinics	Appointments for flu vaccinations are not always convenient	<ul style="list-style-type: none"> <li>- Run weekend clinics as were highlighted as very successful in previous years</li> <li>- Book flu vaccination appointments online</li> </ul>	<p>Agreed to continue to run weekend clinics for flu vaccinations.</p> <p>Unable to provide service as there are only certain patients eligible for vaccination, and offering service online may result in incorrect bookings.</p>
	Long wait for diabetic review appointments	<ul style="list-style-type: none"> <li>- Wait time should be less than 3 months</li> </ul>	<p>The practice now has more doctors trained to run the diabetic clinics so more appointments should be available soon.</p>
	Long wait for phlebotomy appointments	<ul style="list-style-type: none"> <li>- Wait time should be less than 2-3 weeks</li> </ul>	<p>As this is a very new service, it is suggested this could be down to teething problems.</p> <p>Agreed to survey this service in order to gain further feedback.</p> <p>Dr. Richardson agreed to review this service with a view to making improvements.</p>

Difficulties accessing services	Difficult to get through on telephone Long queues at reception	<ul style="list-style-type: none"> <li>- Access via email</li> <li>- Increased awareness of online services</li> <li>- Promotion of telephone consultations in the practice</li> </ul>	<p>Agreed to look into the possibility of providing email access as a priority this year. See above.</p> <p>Agreed to not take this forward as it may result in overbooking of service.</p>
	Cost of current telephone number	<ul style="list-style-type: none"> <li>- Change from 0844 number</li> </ul>	<p>Practice has meetings with three separate telephone providers in upcoming months, and intends to change system if possible.</p>
Low awareness of local services	Practice should be promoting services and providing more information on local services	<ul style="list-style-type: none"> <li>- Practice newsletter could be produced by PRG including this and other relevant information</li> </ul>	<p>Agreed for member of PRG to liaise with practice to consider taking this forward.</p>
Patients not attending appointments	Should be reduced as would open more appointments for other patients if appointments were cancelled	<ul style="list-style-type: none"> <li>- Promotion of importance of patients giving updated contact information</li> <li>- Add information onto the appointment reminder text that appointments can be cancelled online</li> </ul>	<p>Agreed to take forward promotion. This could also be added to the PRG run practice newsletter.</p> <p>Agreed to look into adding information to text messages, however, standard text is sent out which may have character limit.</p>