

Action plan developed through a patient survey.

David Medical Centre

2014 - 2015

Points raised in survey report agreed by patient participation group.

2014-15	Action/stages	progress	Intended Outcome	Monitoring
<i>Identify objective</i>	<i>Tasks/stages required to be taken to meet the objective</i>		<i>What will be the continuous improvement to both patient care and the practice</i>	<i>How will outcome continued to be measured</i>
<i>Appointment system</i>	Update the website – better information on the triage system and how this works e.g. patients can ring surgery to book appointments for the same day if they ring early morning and if they ring at 10.00am appointment are available for the next	Update the website – better information on the triage system and how this works e.g. Staff training.	Improving awareness. Achieved, but still making efforts to raise awareness.	By meeting with patient group and reviewing.

<p><i>Communication/ information</i></p>	<p>day for any doctor. Newsletters, website, verbal communications</p> <p>Ensure there is better communication on of the practice website noticeboard. Send patients emails and text messages wherever possible. Update the electronic board regularly. Display practice information on the waiting room notice boards.</p>	<p>Update practice website noticeboard frequently.</p> <p>New patients to be informed of the practice email group and how to sign up.</p> <p>Ask currently registered patients if they will to sign-up to the patient email group by electronic board and waiting room boards.</p> <p>Ask patients for their most up to date mobile telephone numbers to ensure it is available to send text messages,</p>	<p>Improving awareness. Patient satisfaction.</p>	<p>By reviewing the situation in 6 months.</p> <p>By regular meetings with PPG, and surveys.</p>
<p><i>Advancement of the Patient group and PRG – encouraging members from under represented groups</i></p>	<p>Website, waiting room posters, Patient group display board,</p> <p>Patient group self promotion</p>	<p>Ongoing, staff training to encourage patients to join patient groups.</p>	<p>Need representation from different groups and more patients to join in.</p>	<p>By reviewing. Ongoing.</p>

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We give great thanks to all who took part in the survey and to the members of the Patient Participation Group (PPG).

If you are interested in joining the PPG either 'face to face' group or 'virtual' email group please see the website or visit the surgery for more information on how to get involved.