

Dr Wells & Partners Patient Participation Survey Action Plan

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
Make it easier for patients to book an appointment in advance/ reduce the stress of calling at 8am unless you need to be seen that day	<ol style="list-style-type: none"> 1. Improve communication about appointments 2. Make more appointments prebookable 3. Promote online services 	Natalie Young-Calvert (Practice Manager)	May 2013	Practice to resource	<ol style="list-style-type: none"> 1. Letter going out to all patients March 2013 explaining how appointment system works and letting patients know about on line services 2. Appointment system changes and the availability of on line services have been highlighted in the newsletter
Reduce errors on repeat prescriptions and make the turnaround time faster	<ol style="list-style-type: none"> 1. Promote on line services so that prescription requests go straight into clinical system rather than data inputting. 2. Put a message on repeat prescriptions, put posters up in the waiting areas, newsletter and tv screens in waiting room 3. Move to electronic 	Natalie Young-Calvert (Practice Manager)	July 2013	Practice to resource	This service will be available from April 1 st .

	<p>prescribing, reducing the time it takes for a prescription to get from pharmacy to practice and back again.</p> <p>4. Have an administrative lead for repeat prescriptions</p>				
Improve communication	<p>1. Get a letterbox for the building</p> <p>2. Continue newsletter</p> <p>3. Keep website & notice board up to date</p>	Natalie Young-Calvert (Practice Manager)	June 2013	Practice to resource	
Patients should be able to have wounds dressed at the practice	<p>1. Review availability for dressing appointments</p>	Sarah Kingsland (Senior Nurse)	July 2013	Practice to resource	