

Review of Patient Participation Action Plan for 2014/15

<u>Action</u>	<u>Review comments</u>
1. Update the patient check-in screen to one more user friendly. <i>By 30/11/14</i>	Action completed Nov 14.
2. When TV screen software is updated, implement “ticker tape” announcements on TV to inform patients if any GPs are running late. Also ensure Receptionists inform patients if any GPs running over 10 mins late. <i>By 31/12/14</i>	We were promised updated software by our suppliers so that automatic “ticker tape” updates on appointment times could be given on screen. However, the software update did not arrive until Dec 14 and then proved to be a disappointment, not delivering to our needs. For the coming year, we will focus on training with the Receptionists, so that they let patients know if GPs/nurses are running over 10 mins late.
3. Investigate ways to improve the experience of patients using the Waiting Room, including the children’s area and general levels of confidentiality. Implement any suitable changes. <i>By 31/12/14</i>	We arranged patient groups to look at these issues in March 15 and have put together key actions for the coming year. We would have like to have held the meetings earlier in the year, but several months of the year were spent in moving the practice over to a new computer system, which delayed this work. Changes have been identified but not yet implemented.
4. Evaluate access and information giving for disabled patients, making improvements wherever possible. <i>By 31/12/14</i>	As above.
5. Improving the management of the patients at the front desk, improving confidentiality and reducing the length of queues at peak times. <i>By 31/12/14</i>	Work has been done in this area and queues are much reduced.
6. Evaluate the possibility of communicating with patients via email on simple topics. <i>By 31/12/14</i>	This has been evaluated and a decision has been made not implement patient emails without some robust software to manage the interactions effectively. Action delayed until software available.