

Chilwell Valley & Meadows Surgeries
Patient Reference Group Agreed Action Plan: 28th March 2012

Item	Issue / Priority Area	Proposed Action	Timescale	Responsibility
1.	Appointments and waiting times – possible differences between sites	The practice need to perform further analysis of survey data by site to determine the extent to which issues identified are specific to different surgeries.	Before next PRG meeting	Dr Churchill
2.	Appointments – possible triage system	The possibility of establishing a doctor-led triage system for appointments should be explored. In order to do this a working group will be set up including the practice manager, one doctor from each site, and one patient representative from each site. The remit of the group will include the possibility of visiting or contacting other surgeries which operate such a system and formalising a proposal for discussion with the practice and PRG with a view to piloting the system.	Six months	Dr Lott
3.	Appointments – online booking	Patient awareness and use of on-line booking needs to be improved. The practice will publicise it further by notices in the waiting room, newsletter, and information sheets with repeat prescriptions. In addition the practice will offer 'familiarisation sessions' to interested patients to show them how they can use the on-line booking system.	Six months	Information Systems Manager
4.	Appointments - availability	The practice will undertake a review of appointments in relation to the number of GP sessions available and will make proposals for addressing any shortfall.	Three months	Dr Churchill
5.	Appointments - DNAs	The practice will undertake a review of 'did not attend' (DNA) and explore common reasons for this, publicise numbers to patients to raise awareness (newsletter and poster), and consider ways of reducing this (e.g. text reminders)	Six months	Information Systems Manager
6.	Waiting times	The practice will undertake an audit of waiting times for patients to be seen by individual clinicians and feed this back to them with consideration of rescheduling appointment durations or times.	12 months	Information Systems Manager
7.	Patient involvement	The practice will include patient representatives in key staff appointments. Two patient representatives will be invited to assist in interviewing for the new practice manager.	Ongoing	Dr Churchill PRG representatives