

PATIENT SURVEY DECEMBER 2014

PRACTICE PLAN for 2015

AREA	ACTIONS
IMPROVING THE PRACTICE WEBSITE	<ul style="list-style-type: none">• As part of the website upgrade, review the content of the website to ensure all information is up to date.• Ensure Out of Hours information is easy to find on the home page.• Encourage feedback about the website from the website home page. In particular if out of date information is identified.• Add a link for patients to find local patient/carer organisations.• Promote the content of the website to a broader range of patients through the use of email and facebook.
IMPROVING ACCESS	<ul style="list-style-type: none">• Review the access to booking telephone and urgent appointments on-line with the East Parade Patient Group.
IMPROVING PATIENT PARTICIPATION	<ul style="list-style-type: none">• Proactively seek participation/feedback from a broader range of patients.• Set up a practice Facebook page.• Publicise the patient email address for non clinical feedback and collect patient emails for those wishing to receive regular practice updates.• Hold two meetings a year (one lunchtime, one evening) for patients to attend and discuss feedback about the practice and how the practice is responding to patient feedback received.
IMPROVING PATIENT COMMUNICATIONS	<ul style="list-style-type: none">• Review the practice web-site with patient involvement.• Publish 2 Newsletters a year, in April and October.
IMPROVING CONSULTATIONS	<ul style="list-style-type: none">• Ask patients for very brief reasons for routine GP appointments to help GPs to be better prepared for consultations. Patients will not have to give this information if they do not wish to).