

The Woodlands Practice Patient Reference Groups Action Plan March 2015

| Objective | Actions | Responsibility | Timescale | Resources/ Funding | Progress |
|--|---|------------------|----------------------------|---|---|
| Educate/promote late night opening hours | <ul style="list-style-type: none"> Send text message to patients | Practice manager | 1 st May 2015 | Time for staff member to create – Practice funding | In progress |
| | <ul style="list-style-type: none"> Improve & update notices in waiting room | Practice manager | 1 st April 2015 | Time for staff member to create, paper & toner – Practice funding | In progress |
| | <ul style="list-style-type: none"> Practice information sheet handout | Practice manager | 1 st April 2015 | Time for staff member to create, paper & toner – Practice funding | Completed |
| | <ul style="list-style-type: none"> Ensure all new patient registration packs include information regarding emis access | Practice manager | 1 st April 2015 | Time for staff member to create, paper & toner – Practice funding | Completed |
| Educate/promote Emis Access services available | <ul style="list-style-type: none"> Send text message to patients | Practice manager | Ongoing & monthly review | Time for staff member to create – Practice funding | In progress – monthly text messages sent to non Emis access users |
| | <ul style="list-style-type: none"> Display in practice waiting room | Practice manager | 1 st April 2015 | Time for staff member to create, paper & toner – Practice funding | In progress |

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| Feedback to reception staff patients satisfied with welcome | <ul style="list-style-type: none"> Discuss at next administration meeting | Practice manager | 30 th April 2015 | Time for staff members/ Practice Manager to attend the meeting – Practice funding | To be discussed |
| Summary Care Record (SCR) awareness | <ul style="list-style-type: none"> Continue & improve patient awareness through website, waiting room display, new patient registration packs. Continue to inform in patient newsletter, a copy is available to read on the practice website. | Practice manager | 1 st May 2015 | Time for staff member to create, paper & toner – Practice funding | On going |
| | | Practice manager | 31 st May 2015 | Time for staff member to design & create, paper & toner – Practice funding | In progress |