

## The Woodlands Practice - Patient Reference Groups Action Plan March 2016

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
<b>Educate &amp; promote practice late night opening hours</b>	<ul style="list-style-type: none"> <li>Send text message to all patients who have a mobile</li> </ul>	Practice Administrator	31 <sup>st</sup> May 2016	Time for Administrator to complete – Practice funded	In progress
	<ul style="list-style-type: none"> <li>Improve &amp; update notices in waiting room</li> </ul>	Practice Administrator	31 <sup>st</sup> May 2016	Time for staff member to create, paper & toner – Practice funded	In progress
	<ul style="list-style-type: none"> <li>Practice information leaflet availability</li> </ul>	Practice Administrator	31 <sup>st</sup> May 2016	Time for staff member to create, paper & toner – Practice funded	In progress
<b>Educate &amp; promote privacy room</b>	<ul style="list-style-type: none"> <li>Display notice at reception</li> </ul>	Practice Administrator	31 <sup>st</sup> May 2016	Time for staff member to create, paper & toner – Practice funded	In progress
	<ul style="list-style-type: none"> <li>Team meeting encourage and inform patients of room if appropriate</li> </ul>	Practice Manager	31 <sup>st</sup> May 2016	Time for staff members/Practice Manager to attend the meeting – Practice funded	In progress
<b>Educate &amp; promote Patient Online Access services available</b>	<ul style="list-style-type: none"> <li>Send monthly text message to patients not currently using the facility</li> </ul>	Practice Administrator	31 <sup>st</sup> May 2016	Time for Administrator to complete – Practice funded	In progress
	<ul style="list-style-type: none"> <li>Display in practice waiting room</li> </ul>	Practice Administrator	31 <sup>st</sup> May 2016	Time for staff member to create – Practice funding	In progress
	<ul style="list-style-type: none"> <li>Team meeting encourage and inform patients of room if appropriate</li> </ul>	Practice Manager	31 <sup>st</sup> May 2016	Time for staff members/Practice Manager to attend the meeting – Practice funded	In progress

<b>Feedback to practice team patient satisfaction responses</b>	<ul style="list-style-type: none"> <li>Discuss at next team meeting</li> </ul>	Practice manager	31 <sup>st</sup> May 2016	Time for staff members/Practice Manager to attend the meeting – Practice funded	In progress
<b>Summary Care Record (SCR) awareness</b>	<ul style="list-style-type: none"> <li>Continue to improve patient awareness through website, waiting room display, new patient registration packs.</li> <li>Continue to inform in patient newsletter, a copy is available to read on the practice website.</li> </ul>	Practice Administrator  Practice Administrator	31 <sup>st</sup> May 2016  31 <sup>st</sup> May 2016	Time for staff member to create, paper & toner – Practice funded  Time for staff member to design & create, paper & toner – Practice funded	In progress  In progress