

PARK HOUSE MEDICAL CENTRE

PATIENT PARTICIPATION DES

ACTION PLAN - 2014/2015

Area Identified for Improvement/Change	Nature of Implementation	Lead Responsibility for Implementation	Timescales for Implementation	Implementation Completed
Telephone System - improved access	Addition of Patient Waiting Facility	Tom Fairclough, Commissioning Lead, CCG	Approximately May 2015	
	Practice Audit on how to improve system	Office Manager/Business Manager	Approximately June 2015	
Daily Emergency Sessions	Meeting with all practice staff to try improve patient waiting time for an appointment	Practice Meeting 25.2.15	Apr-15	
	Receptionist Training regarding what constitutes an emergency	Meeting with Receptionists 18.3.15	Apr-15	
Patient Education regarding best use of telephone system	Keep patients informed of progress via website and leaflets	Business Manager and Office Manager	Ongoing	
Future Surveys	Reduce complexity and possibly run several small more specific surveys	Business Manager	Ongoing	
On Line Access for Patients	Whilst this was not compulsory until April 2015 we introduced this 6 months ago	Business Manager	Ongoing	
	Educate and express best practice to patients in being able to access appointments, prescriptions and allergies from home computer	Office Manager	Ongoing	
Friend and Family Survey	Business Manager to compile questionnaire and inform patients of exercise. Make questionnaires available on reception in consulting rooms and on website	Business Manager and Office Manager		