

Great Harwood Medical Group Patient Participation Action Plan 2014

Patient Experience / Issue	Action	Timescale	Led By
<p>Appointments – Improving access</p>	<p>Offer a choice of appointments which can be booked up to 4 weeks in advance along with a walk in clinic each morning and afternoon for urgent problems.</p>	<p>Publicity and promotion to start April 2014.</p> <p>Walk in clinics to start June 2014 for a three month trial period.</p>	<p>Sarah Lord – Practice Manager.</p>
<p>High volume of appointments not attended, despite text reminder service.</p>	<p>Patients to be contacted to inform them they have missed an appointment and to ascertain the reason for this.</p> <p>If a second appointment is missed the patient will be written to informing them of the effect this has on the practice and warning them that if they miss any further appointments they may be asked to leave the practice.</p> <p>If a third appointment is missed the patient will be issued with a written final warning.</p> <p>If a fourth appointment is missed the patient will be removed from the list after 30 days notice is served.</p>	<p>New procedure commence April 2014.</p>	<p>Sarah Lord – Practice Manager.</p>

<p>Online Access – Promote and increase use.</p>	<p>Publicise the online access initiative.</p> <p>Offer to help patients who experience difficulties in setting this up.</p>	<p>Commence April 2014.</p>	<p>Sarah Lord – Practice Manager.</p>
<p>Self check in screen –Promote and increase use.</p>	<p>Encourage all patients who are able to, to check in using the screen.</p> <p>Prompt reception staff to be aware of patients who may have difficulty using the screen and show them how to use it or book the patient in.</p>	<p>Commence April 2014</p>	<p>Receptionist.</p>
<p>Telephones – Improving access.</p>	<p>Liaise with the telephone supplier to tailor system to include call handling and call queueing.</p>	<p>From July 2014.</p>	<p>Sarah Lord – Practice Manager.</p>