

**Great Harwood Medical Group Patient Participation Action Plan 2013**

Patient Experience / Issue	Action	Timescale	Led By
<p><b><i>Appointments</i></b></p> <p><b><i>Issue:</i></b></p> <p>High volume of missed appointments.</p> <p>Waiting times.</p>	<p>Reduce pre-bookable appointments from 4 weeks to 2 weeks to see if this will reduce the number of patients who fail to turn up for their appointment.</p> <p>Ask patients to update their contact details while waiting to see the GP.</p>	<p>May 2013</p> <p>May 2013</p>	<p>Sarah Lord</p> <p>Sarah Lord</p>
<p><b><i>New services</i></b></p> <p><b><i>Suggestions:-</i></b></p> <p>Geriatric clinic. Well Person clinic.</p> <p>Telephone/Email consultations</p>	<p>Our HCA offers screening followed by an appointment with a GP to review the results for patients who request it. This needs publicising.</p> <p>One GP currently welcomes emails from patients with queries which may not necessarily warrant an appointment. Patients felt this was a good service and it was agreed that the other GPs would be encouraged to follow suit.</p>	<p>May 2013</p> <p>May 2013</p>	<p>Sarah Lord</p> <p>Sarah Lord / GP</p>

<p><b>Changes</b></p> <p><b>Suggestions:-</b></p> <p>Promote services</p> <p>Utilise and publicise website</p>	<p>Notice board displaying what services are offered, by who and when. Sarah Lord to inform Health Centre manager of request. Newsletters. Email updates.</p> <p>The new website needs adding to and promoting to patients as a source of information, method of ordering prescriptions, etc.</p>	<p>May 2013</p> <p>May 2013</p>	<p>Sarah Lord</p> <p>Sarah Lord</p>
---	---	------------------------------------	--