

Meden Medical Services – Patient Group Action Plan 2012

Area for Improvement	Recommendation	Action required	Responsible	Timeframe	Outcomes
Difficulty getting through on the telephone	<p>Patient group members to audit the telephone line</p> <p>Concerns that there are enough reception staff answering telephones</p>	<p>Patient group members to ring at time and day of choice and report back findings at the next meeting, i.e. how long it takes for someone to answer the call</p> <p>Patient Group Chair to come into practice and observe reception staff at work and report findings to the Patient Group</p>	<p>All Patient Group members</p> <p>Mrs P Holden(Chair)/ Mrs Jackie Jones (PM)</p>	<p>Findings to be discussed at Patient Group meeting on 29th March 2012</p> <p>Findings to be discussed at Patient Group meeting in May 2012</p>	
Appointment availability	Patient group members to audit appointment availability	Patient group members to ring or call in at time and day of choice and report back availability offered	All Patient Group members	Findings to be discussed at Patient Group meeting on 29 th March 2012	
Attract new Patient Group members	Organise Open meeting and presentation	Patient Group to organise dates and presentation to	All Patient Group members Mrs P Holden	Before June 2012	

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	<p>Patient group meeting minutes and copy of the survey to be posted to all potential new members</p> <p>Advertise for Virtual Members via the practice website</p>	<p>recruit</p> <p>To be sent</p> <p>To be added</p>	<p>(Chair)/ Mrs J Jones (PM)</p> <p>Mrs M Heslop (Secretary)</p> <p>Mr A Hague (IT lead)</p>	<p>April 2012</p> <p>March 2012</p>	
Opening Hours and early morning appointments	Opening hours displayed	To re-vamp posters and displayed in prominent places	Mrs J Jones (PM)	April 2012	
Name change of "On Call Doctor"	Now "Duty Doctor"	Email sent to all staff	Mrs J Jones (PM)	March 2012	