

## Avenue House Surgery --Action Plan

The following issues have been identified as areas for improvement or development. These issues have been agreed following the discussions within Avenue House Surgery Patient Participation Group and also following the results of a wider patient questionnaire conducted during December 2011.

<u>Topic</u>	<u>Discussion</u>	<u>Plan of Action</u>
Annual Reviews and Health Checks.	Patients with more than one health problem requiring regular reviews are finding themselves being called into the practice for an appointment, only to be called again a couple of weeks later for a second review for a different problem	The Practice will try to rationalise these annual review appointments and aim for one single annual review for the vast majority of patients. This would save time for patients and surgery staff.
Future of the Practice and Political Developments.	Feedback from the PPG members and also the results of the recent patient survey had highlighted a need to better inform surgery patients about the basic ethos and values of the practice. There was also a need to better inform the patient population about the current and proposed NHS political changes and how they may affect general practice.	<p>To enhance the information available within the waiting area.</p> <p>Wider distribution of the practice booklet 'The future of Patient care at Avenue House Surgery'.</p> <p>Look at social networking, virtual groups, patient comments via website, use of TV in waiting area as means of enhanced patient communication and awareness.</p> <p>Representative members of the PPG will continue to be involved in locality events and networking within the new local Clinical Commissioning Group.</p>

Wasted Appointments	Feedback from the PPG members and results of the patient survey had highlighted a need to reduce the amount of wasted appointment time when some patients fail to attend.	Agreed to display the number of missed appointments and cost effects of these missed appointments.  Pursue the use of text message reminders as a way to reduce wasted appointments.
Repeat Prescription Messages	Suggested use of the prescription re-order form to pass important information on to patients.	Messages regarding the costs of wasted medications could be placed on the prescription order form to discourage 'over ordering' and wasted medications.  To advertise the practice website via the prescription counterfoil.
'You said, we did'	Consider ways to demonstrate the way the practice is influenced by patient comments.	A display or newsletter featuring suggestions on the patient survey and the subsequent practice responses.
Car Parking	Parking at the surgery was problematic.	The practice is to continue to explore any potential for improving the car parking space.
Hygiene	Provision of hand gel next to self check in machine in reception area would be welcomed.	The practice had provided a fixed gel dispenser.