

## NIGHTINGALE VALLEY PRACTICE

### Patient Participation Group

#### ACTION PLAN 2013 – 14

Identified issue	Action	Lead	Timescale
DNA's	Consider trialling an automated system to remind patients of booked appointments	Penny Goodman Practice Manager	June 2014
DNA's	Publicise number of people who attended their appts rather than DNA's	Assistant Practice Manager	April 2014
DNA's	Ask receptionists to obtain verbal agreement from the patient to inform the surgery if they need to change or cancel their appt.	Assistant Practice Manager	April 2014
DNA's	Ensure appt cards and pens are available on reception desk to write down their appointments themselves (if appropriate)	Assistant Practice Manager	April 2014
DNA's	Ensure current system to deal with continuous DNA's is adhered to.	Penny Goodman Practice Manager	April 2014
DNA's	Consider using volunteers to support clerical work within Practice e.g. telephone patients to remind them of their appointments (we need to understand Information Governance Implications)	Penny Goodman Practice Manager	June 2014
Reception	To find ways to improve the queuing situation at the Reception desk at peak times, in order to: a) Reduce queues b) Where there are queues, to improve patient confidentiality for patients dealing with Reception staff.	Penny Goodman Practice Manager	September 2014