

**Nightingale Valley Practice
Patient Reference Group
Action Plan as of March 2012**

Action and rationale	Date to be implemented
As the reception area is the favoured option for information gathering, ensure that notice boards are clear and concise and are regularly updated	By end of May 2012
Consider revamping website to enable access to information for patients without having to come into the surgery	By end of September 2012
Extended hours are popular with 90% of respondents agreeing they would like to book an appointment in the future. Review current extended hours provision to ensure consistency in availability and meeting demand.	By end of April 2012
Continue to offer nurse appointments in extended hours as an additional service	By end of April 2012
We have just installed a new telephone system which will fairly distribute calls to the next available receptionist. Over time, the system will enable us to forecast how many calls we can expect within any given timeframe. We will use this information to better distribute resource to handle the calls	By end of September 2012
Review appointment system to enable easier access for patients to speak to a Healthcare Professional on the phone.	By end of June 2012
Although most respondents felt they did not need to be reminded of their appointment, we do have a challenge with a number of DNA's (Did Not Attends). Consider setting up a new text appointment reminder system (which will be optional for patients)	By end of September 2012
There are times when our Dr's and Nurses run behind, usually through no fault of their own. We need to agree a process to ensure patients are informed and are aware of how long they have to wait before they see their Doctor/Nurse.	By end of May 2012