

PRG – Practice Action Plan

Mar 2011 – Apr 2012

Action Plan		Agreed Completion Date	Actual Action Implemented	Actual Completion Date
1	Change layout of the waiting room seating area	Jun-11	<i>Seating layout changed</i>	<i>Jun-11</i>
2	Look ways to enhance privacy for patients when presenting at the reception desk & implement the changes	Sep-11	<i>Privacy wall inserted in-between reception desk and the waiting area</i>	<i>Jun-11</i>
3	Improve privacy settings on the Jayex board	ASAP	<i>Clinics no longer shown, just the room number – this was only possible by an update download to our clinical system</i>	<i>Jan-12</i>
4	Put up artwork in and around the building	Sep-11	<i>Artwork has been put up in the doctor and nurse corridors. Posters have been reviewed in the waiting area</i>	<i>Jul-11</i>
5	Invest in more children’s toys for the waiting area	Mar-12	<i>Purchase of bead table and more books</i>	<i>Mar-12</i>
6	Improve staff communication methods with patients whose first language is not English	Mar-12	<i>Training session for all staff arranged for March-2012 with an external trainer who specialises in this field</i>	<i>Mar-12</i>
7	Advertise and explain NHS services better for international patients to understand	Mar-12	<i>Organise & continue educational talks to new international students to provide them with an insight in how to access NHS care, their entitlements, when to access A&E etc...</i>	<i>Jan- 12 Ongoing</i>
8	Improve registration paperwork for international patients	Sept-12	<i>In coordination with INTO, we are looking at registration paperwork to be included with INTO paperwork so it can be complete accurately in students home countries</i>	<i>Meeting Feb 12 - ongoing</i>
9	Obtain popular NHS leaflets in most common foreign languages	Mar-12	<i>Leaflets in various languages available to download from our website. Links to patient leaflets in different languages accessible to clinicians via our intranet to print and hand out as and when required</i>	<i>Mar-12 & ongoing</i>
10	Improve telephone access in the mornings	Sept-11	<i>We have employed a trainee apprentice in Office Administration who covers 8.30am phone lines – this has improved telephone access greatly</i>	<i>Aug-11</i>