

**UEA Medical Centre – PPG – Practice Action Plan  
Mar 2013 – Apr 2014**

Action Plan		Agreed Completion Date	Actual Action Implemented	Actual Completion Date
1	Advertise telephone appointments more effectively using – <ul style="list-style-type: none"> <li>- Website</li> <li>- Jayex board</li> <li>- Receptionists</li> </ul>	ASAP	May 14	May 14
2	Ensure when patients register if they have long standing medical condition they are offered an appointment with one of the doctors that have more session availability. Add information to website regarding the number of sessions each GP works (already have this info on posters in reception).	ASAP	June 2014	June 2014
3	Long term locums Include their pictures and no. of sessions worked on the board in the waiting room	Apr-14	Apr 2014	Apr 2014
4	Length of time spent in waiting area in the practice to see the doctor: <ul style="list-style-type: none"> <li>- Highlight the issue again at the next doctor meeting and ask doctors that do keep to time to advise how they manage this and what others might do differently</li> <li>- Ensure patients are kept informed if a doctor is running late. The receptionist on the front desk needs to monitor the clinics and advise patients if a doctor is running more than 30 minutes late</li> <li>- Reception to advise patients when booking appts the length of the appt (so pts are more aware of consultation time constraints and hopefully resulting in doctors cutting down running late)</li> </ul>	ASAP	<ul style="list-style-type: none"> <li>- Complete</li> <li>- Reception being more proactive in monitoring clinics and informing pts if clinician is running late</li> <li>- Reception started to do this, but do not always remember to highlight the length of time of the apt. Have now added information to our website regarding appt times</li> </ul>	Sept 2014

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5	The opportunity to make compliments or complaints Make patients more aware of our 'contact us' page on our website – as we now have the facility where people can submit feedback online via this – whether it be comments, suggestions or complaints.	May-14	May 14	May 14
6	Information provided by the practice on how to prevent illness and stay healthy. <ul style="list-style-type: none"> <li>- Provide a dedicated notice board in the waiting room with information regarding common conditions</li> <li>- Include in next ezine</li> </ul>	Aug-14	On-going rotation on notice board – as lack of space to create new one. Will also include info on minor illness in ezine which is emailed to pts – hayfever in Spring, Autumn included alcohol, chlamydia and Ebola information. Will include info on common minor illnesses and link to website in next ezine	Sept 2014
7	Informing patients of their missed appointment We need to establish a system of informing patients who have missed appointments. Look at emailing those who have missed 3 appointments in a 3 month time frame. Need to be mindful of the reasons a patient may have missed the appointments. Look at reviewing with their usual dr first before sending email.	Aug-14	Clinical system automatically adds an alert to the patient record if they miss 3 appointments in a 2 month period. If a patient then misses another appointment this is then evaluated on a case by case basis - discussion with clinician as required. We have a series of standard letters that are sent to the patient – as agreed with the clinician concerned.	Aug 14
8	Parking Continue to monitor our dedicated spaces and inform UEA	On-going	As detailed	On-going

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	security if anyone is parked illegally in these.			
9	Self Check In Machine  The contract for the machine runs until September, when we will then review the situation and if necessary obtain a replacement machine.	Oct-14	New software installed on machine	Nov 14
10	Fit coat hooks to the backs of the toilet doors	Aug-14	Aug 14	Aug 14
11	Investigate possibility of having background music in the waiting room	Aug-14	Aug 14	Aug 14
12	Place a frame stand up board in reception with poster asking pts to ensure we have correct contact details etc (as pts are more likely to note the stand up board rather than a poster)	May-14	May 14	May 14