

**Proposed Action Plan
FIVE OAKS FAMILY PRACTICE 2013**

Area highlighted by survey	Proposed Action	Milestone Tasks <i>Tasks/stages required to be taken to meet the objective</i>	Owner	Target Date	Success Indicator <i>(How you can measure / demonstrate that an action is complete)</i>	Progress <i>(Details of progress to date, useful information, barriers encountered etc)</i>
<i>67% of patients who responded to the survey said they book their appointments by telephone and 30% of Patients book their appointment in person</i>	<i>The Practice have taken steps to improve our telecommunications by providing a telephone system that has more lines available and has a menu offering connection to different services. The system greatly reduces the time waiting time for calls to be answered.</i>	<i>As well as installing a higher specification telephone system it has also included the use of a geographical number. This will cut the cost of making telephone calls which is also something highlighted in the survey. The Patients Participation Virtual Panel have approved and welcomed this new changes,</i>	<i>Practice</i>	<i>2013 On going</i>	<i>Feedback from Patient survey and PPVG</i>	
<i>81% of Patients completing the Survey report having either a very good experience when dealing with Receptionist and 12% reported have a fairly good experience</i>	<i>This is most encouraging and we greatly value Patients comments on this. We will continue to ensure Patients are treated with the respect and dignity that they deserve.</i>	<i>To continue with the high standard of service offered by Receptionists.</i>	<i>Practice</i>	<i>On going 2013</i>	<i>Continuing to have 100% satisfaction</i>	
Area highlighted by survey	Proposed Action	Milestone Tasks <i>(Key tasks that need to be carried out to implement actions)</i>	Owner	Target Date	Success Indicator <i>(How you can measure / demonstrate that an action is complete)</i>	Progress <i>(Details of progress to date, useful information, barriers encountered etc)</i>
<i>24% of patients who completed the survey scored</i>	<i>64% of Patient having to wait 10 minutes of less to see the Doctor is an improvement in</i>	<i>Whilst there has been a improvement on the waiting times Clinicians always endeavour to run on time. There are a</i>	<i>Practice</i>	<i>2013 on going</i>	<i>When we achieve 100%</i>	

<p>reported that they were seen on time for the appointments 37% of Patients said that they waited less than 10 minutes. 22% of Patients said that they waited between 10 -20 minutes to be seen.</p>	<p>the waiting times to see clinicians. The Practice will continue with the policy of one problem for one consultation.</p>	<p>number of factors that can make they Clinicians run over including more than one problem being discussed in a consultation. Patients are and will be actively encourage to book double appointments when necessary to avoid consultations running over.</p> <p>PPVG are in agreement.</p>				
<p>11% of Patients said that they were aware of the Patients Participation Virtual Panel. 54% said they did not know about the the group, and 35% did said they did not know what the group was about.</p>	<p>The Practice have actively advertised the Patients Participation Virtual Panel since 2011. We have Posters to advertise the Group in the main reception area and sign up forms are available from reception. The Group is also advertised on the Practice website and a sign up form is available to down load. The Group is also mentioned in the website forum and has been viewed 1,159 times to date. The forum is a very popular location on the website and has had thousands of viewings.</p>	<p>Continue to actively advertise to PPVG on the Practice website.</p> <p>Continue to actively advertise the PPVG in the main reception area.</p> <p>Unfortunately we have had very little genuine response to sign up to the Group. Originally we had 16 members but this has dwindled down to just 3 members. The are happy to continue to receiving correspondence and sending correspondence by e-mail, and have found the website and news letters a good form of communication. Over the past year we have literally over a hundred completed sign up forms but when e-mails were sent out in response these came back as errors.</p>	<p>Practice</p>	<p>2013 On going</p>	<p>Through Patients survey and achieving a higher %</p>	

						Progress <i>(Details of progress to date, useful information, barriers encountered etc)</i>