

A Patient Representative Group meeting on the 25th March 2014 was held to discuss the action points arising from the 2013 to 2014 survey results.  
The main theme that arose was better promotion and increasing the scope of some of the initiatives already in place.

### **Action 1.**

#### **Urgent access- Dr consultation**

The duty Dr needs to be promoted as a positive service when patients ring in order to make sure patients receive the **right form of help first time.**

The telephone consultation will be seen as part of a premium service when offered to patients requiring help on the day.

This will be done by further training and mentoring of the admin staff

### **Action 2.**

#### **Non urgent access by phone**

The pre bookable telephone advice will be offered as part of the menu as an equal option , rather than default.

The use will be audited and if popular , expanded as need arises.

Time of implementation - April 30th 2014

### **Action 3.**

#### **Promotion of Clinical team**

Patients can now see any dr of their choice ; As the team is relatively new it was felt that the practice should expand on the interests of the clinical team

This will be done via the website.

Time of implementation May 31st 2014

### **Action 4.**

#### **More comprehensive on line service for appointment booking**

On line booking is popular and the scope and capability will be explored to enable greater access to specific clinic types.

This will be done by discussion and training with the IT providers

Time of implementation 30th June 2014