

5 Agree an action plan with the PRG and seek PRG agreement on implementing changes

	Action (change in practice)	Person responsible (to lead the change)	Completion date (when the change will be applied)	Review (what result the practice/patients saw as a result of the change)
1	Introduce online appointment booking service for the patients	Practice Manager	December 2013	
2	Introduce an electronic prescription service for the patients	Practice Manager	December 2013	
3	Publicise the telephone consultation with nurses/doctors service	Practice Manager/ IT Officer	February 2014	
4	Seeing a particular doctor. Explore ways of reducing the 71% of patients who said they wait 5 days or more to see a particular doctor	IT Practice Lead/ Practice Manager	February 2014	A meeting is planned for May 2013 to "brainstorm" with PRG members how best to meet the demand.
5	Publicise the automated phone booking system	Practice Manager/ IT Officer	February 2014	

Update on action plan for 2011/12: *what result the practice/patients saw as a result of the change(s)*

Action 1: Telephone number: 77% of our patients identified the surgery's 0844 number as an issue. To meet this we changed our number to an 01708 number in September 2012. Since then we have received no complaints about the cost of calls etc.

Action 2. Ease at getting an appointment: 79% of our patients found it fairly easy or very easy. Due to the new telephone system patients are finding it easier to get through (84% find it easy to get through to the reception team).

Action 3: Surgery's opening hours: We increased the number of extended opening hours in 2012 to meet the increasing demand. (We plan to continue to provide extended hours appointments under the DES scheme from April 2013).

Action 4: Access to "preferred" doctor: We increased the availability of each of the partners to try to meet the requests of patients to see a "preferred" doctor. We plan to continue to work on this action point to try and increase the availability of access to patients' "preferred doctor".