**Apples Patient Participation Steering Group – Patient Survey ACTION PLAN**

• Patient survey was carried out between September and October 2017.

• Presentation of the full survey was given to the Steering group on Tuesday 21st November 2017.

• Presentation of a condensed version was given to the Apples PPG on Wednesday 29th November 2017 and to the GP partners on Monday 4th December 2017.

From these meetings the main points that need to be actioned are captured below: please let me know if you are able to assist with any of the action points.

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| **Patient Survey Action Plan** | | | |  |
| **Idea No** | **Subject** | **Action/Idea** | **Name** | **Review/Closure Date** |
| 1 | Waiting Room | * Removal of numerous notices and the location of a screen to display messages – reorganise the poster - Billboard with message of the day/week/season on the path * Promote the practice is Dementia Friendly * Mental Health awareness |  |  |
| 2 | Online | * Crib notes for registering for Online booking appointments/ordering prescriptions * Promoting Online – Handouts, posters, website, newsletter, blanket SMS/email to patients, benefits of using the online system * Online – easy to understand instructions/crib notes whilst online * Booking an appointment – instructions to book the right appointment, how long the appointment should be * Appointment to be sent to patient’s online calendar? * GPs to inform patients of the online facility whilst in consultation | Practice Man.  Practice Man.  GPs |  |
| 3 | Patient Education | * Patients to be aware that they can book a double appointment * Patients to be made aware if a GP is running late (Receptionists to be aware – staff meeting) * Prescriptions/Medication ordering – order once a month (try to get the medication in one pick up) (Dispensary to monitor patients who order more than once a month) * Medication Wastage | Practice  Practice |  |
| 4 | Test Results | Can the results be sent to the patient’s online facility? Online access? | Practice Man. |  |