

## Horncastle Medical Group Patient Reference Group Action Plan 2018/19

Priority Areas	Findings	Agreed Actions	Nominated Lead	Timescale/Action
Action 1 Add Systm online appointments for blood tests and diabetic reviews and raise overall patient awareness of the service	1-General comments from patients received on comments cards and the Annual Patient Survey	1.1 Add appointments for blood tests and diabetic reviews 1.2 Raise patient awareness of the service via waiting room, in person and by telephone and Practice website and newsletter	Practice Manager/Assistant Practice Manager	30.06.2018
Action 2 Review of the disabled toilet facilities	2-Comment received on the Practice Survey and a comment card submitted	2.1 Review and assess the need for improved facilities	Practice Manager/Assistant Practice Manager	30.07.2018
Action 3 Changes to the structure of the working day for the on-call clinician and appointments in general	3 – The Practice survey revealed access to urgent (same day) appointments has become harder	3.1 On-call clinician will have a reduced number of pre-bookable appointments  3.2 Monitoring of appointments and telephone call back requests from patients	Practice Manager/Assistant Practice Manager	30.07.2018

Prepared by Hazel Stacey and Richard Boucher  
05.03.2018