

## Thornbury Road Centre for Health Action Plan 2017/18

Objective	Actions	Responsibility	Time Scale	Progress to date (March 18)
Keeping information up-to-date	<ul style="list-style-type: none"> <li>✓ Welcome message to include details of appointment availability at local hub</li> <li>✓ Out of hours telephone message to be updated to include new opening hours (ie. not closed at lunch time)</li> </ul>	MP	March 18	<ul style="list-style-type: none"> <li>✓ Done Oct 17</li> <li>✓ Amendments requested with telephone system supplier – await update</li> </ul>
Keeping information up-to-date	<ul style="list-style-type: none"> <li>✓ Review and redevelop patient leaflet</li> </ul>	PPG	April 18	<ul style="list-style-type: none"> <li>✓ New leaflet currently in draft form awaiting final approval and publishing</li> </ul>
Keeping Patients informed	<ul style="list-style-type: none"> <li>✓ Initiate patient newsletter with up to date information about the practice</li> </ul>	PPG	April 18	<ul style="list-style-type: none"> <li>✓ 1<sup>st</sup> newsletter currently in draft form awaiting final approval and publishing</li> </ul>
Improve parking arrangements	<ul style="list-style-type: none"> <li>✓ Look into removal of abandoned cars from the car park to increase the number of spaces available for patients to park</li> </ul>	MP	ASAP	<ul style="list-style-type: none"> <li>✓ Currently in progress with NHS property services</li> </ul>
Keeping practice website up-to-date	<ul style="list-style-type: none"> <li>✓ Update staff information on the practice website</li> <li>✓ Update opening times information on the practice website</li> <li>✓ Give PPG editor access to “PPG page” on practice website</li> <li>✓ Add information regarding weekend / evening hub to practice website</li> </ul>	MP MP MP MP	ASAP ASAP ASAP ASAP	<ul style="list-style-type: none"> <li>✓ Done March 18</li> <li>✓ Done October 17</li> <li>✓ Done October 17</li> <li>✓ Done October 17</li> </ul>
Keeping Patients informed	<ul style="list-style-type: none"> <li>✓ Implement text message confirmation service once referral has been sent to RFS, including RFS contact telephone number for queries</li> </ul>	MP	ASAP	<ul style="list-style-type: none"> <li>✓ System implemented Feb 18</li> </ul>