

Thornbury Road Centre for Health Action Plan 2018/19

Objective	Actions	Responsibility	Progress to date (March 19)
Keeping information up-to-date	<ul style="list-style-type: none"> ✓ Review & update the Jx Board - Some issues with the JX board as some of the messages are not appearing in full ✓ Update surgery times on the digital screen, as it shows that the practice is closed at lunchtime ✓ Update signage as Dr Heffernan's name is still above the reception desk & outside the surgery ✓ Remove Dr Heffernan's name from the TV screen 	MP	<ul style="list-style-type: none"> ✓ Complete Nov 18 ✓ Complete Dec 18 ✓ Complete Feb 19 ✓ Complete Jan 19
Keeping practice website up-to-date	<ul style="list-style-type: none"> ✓ Add information about the local GP hub for extended hours to the practice website ✓ Update PPG page on practice website – copy text from leaflet ✓ Add information about the new automated telephone appointment booking system - Patient Partner to the practice website ✓ Going forward, ensure each page of the practice website includes information on when it was last updated ✓ Remove 2 links on practice website relating to 2016 & 2013 		<ul style="list-style-type: none"> ✓ Complete Jan 19 ✓ Complete Jan 19 ✓ Complete Jan 19 ✓ Started Jan 19 ✓ Complete Jan 19
Keeping Patients informed	<ul style="list-style-type: none"> ✓ Send text to all patients to inform them of the new automated telephone appointment booking system - Patient Partner 		<ul style="list-style-type: none"> ✓ Complete Jan 19
Improve the look of the waiting room	<ul style="list-style-type: none"> ✓ Completely clear the counter in the immediate area of patient/reception interactions to make it look tidy and professional ✓ Replace the urine sample box with a more professional looking one ✓ Consolidate all forms into a neat Tray Stack, with large clear labels on each tray, positioned to the right of the cleared counter area, facing the patients ✓ Replace the prescription drop-off box with a more professional looking one ✓ All brochures to be placed in the leaflet racks & review this on an on-going basis 		<ul style="list-style-type: none"> ✓ Complete Jan 19 ✓ In progress – March 19 ✓ Complete Jan 19 ✓ Complete Jan 19 ✓ Complete Jan 19

	<ul style="list-style-type: none"> ✓ To remove selling of 2nd hand books for charity ✓ To remove the battery recycling box 		<ul style="list-style-type: none"> ✓ Complete Jan 19 ✓ Complete Jan 19
Improve telephone access	<ul style="list-style-type: none"> ✓ Install patient partner automated telephone appointment booking system to improve telephone access for appointment booking and cancellation 		<ul style="list-style-type: none"> ✓ Complete Dec 18
Improve parking access	<ul style="list-style-type: none"> ✓ Identify & report abandoned vehicles to NHS property services to begin removal proceedings 		<ul style="list-style-type: none"> ✓ On-going March 18 – legal proceedings in progress