

Thornbury Road Centre for Health Action Plan March 2013

Objective	Actions	Responsibility	Time Scale	Progress
Promote the online booking service / prescription request service	<ul style="list-style-type: none"> • Update information on appointment system leaflet • Promote on JX board • Opportunistically inform patients who attend the surgery • Promote on the right hand side of prescriptions • Allow patients to book 2 appointments at a time • Allow patients to book nurse appoints online. First draw up a list of services patients can book online with the nurse. 	Maria All staff verbally	1 month	
Improve usability of online booking service / prescription ordering service	<ul style="list-style-type: none"> • Produce an instruction leaflet to be given out with all new log-in details 	Maria	1 month	
Advertise opening hours	<ul style="list-style-type: none"> • Put posters in reception advertising opening hours • Produce opening hours flyer • Highlight on website early morning clinics for working people • Highlight on website lunchtime opening hours ie. 2 days per week 	Maria	1 month	
Patient Reference Group recruitment	<ul style="list-style-type: none"> • Continue to promote the Patient Reference Group verbally to patients that attend for appointment and use JX board to promote survey • Produce Patient Reference Group flyer to be given to patients • Promote Patient Reference Group by posters in reception • Target under-represented groups to join the PRG • As suggested by Patient Reference Group member, Small survey to be created to investigate why patients are not responding to practice surveys 	Maria	1 month	
Promote use of out of hours Provider to avoid A+E attendance	<ul style="list-style-type: none"> • Advertise out of hours care pathway on JX Board, repeat prescriptions and practice website. • Promote new 111 telephone number verbally over the counter • Clinicians to promote opportunistically during consultations • Promote minor ailments service verbally over the counter and opportunistically during consultations 	Maria Reception clinicians	1 month	
Advertise new telephone appointment system	<ul style="list-style-type: none"> • Offer telephone advice to all patients unable to obtain an appointment on a daily basis 	Reception Maria	Now 1 month	

	<ul style="list-style-type: none"> • Promote on practice leaflet • Promote on website 			
Improve appointment access	<ul style="list-style-type: none"> • Further Increase number of available nurse appointments with advanced nurse practitioner skills (ongoing) 	Nurse	Now	
Promote practice services	<ul style="list-style-type: none"> • Make available leaflets advertising services offered by the practice 	Maria	1 month	
Other	<ul style="list-style-type: none"> • Request for Norlands maintenance company to fix inner door so it closes properly • Provide hand gel dispensers in reception • Amend JX board so patient details stay up there for longer • Amend touch screen to advertise approximate appointment waiting time • Enquire regarding pricing of water machine for reception area 	Maria	1month	