

**Hereward Group Practice  
Patient Participation Group**

**Action Plan – following patient survey 2014**

<b>Area for Improvement</b>	<b>Action</b>	<b>Timeline</b>
Appointments at your surgery	Improve access – new Open Access Clinic for Monday mornings	Commenced March and ongoing - HGP
	Continue to work with Productive general practice – data collection for capacity and demand - April	Data collection April with review by Mid May 2014 Full programme ongoing - HGP
	Reduction in number of appointments bookable online to two.	Commenced March. HGP
	Use revised Emis Access system to make different types of appointments bookable online – ie NHS Health checks & Chronic Disease Clinics	End May 2014 - HGP
Getting in touch with the practice	Updated website	Commenced – PPG feedback 24 <sup>th</sup> March – incorporate any recommendations by end April 2014 – SM (HGP)
	Ensure that all appointment types including telephone consultations are stated. Highlight Open Access Clinic	End April 2014 (SM HGP)
Seeing a Doctor or Nurse	Appointments – review ongoing as stated above.	Ongoing
	Offer Nurse availability as part of extended hours for chronic disease clinics to improve access for patient who cannot attend during working hours.	Trial basis – from end of May 2014 (HGP)
	Car parking difficulty	Continue to progress plans with landlord re additional spaces for disabled parking but limited due to space available.
Opening Hours	Highlight and publish opening hours via different methods; Website Practice newsletter	End April 2014 – HGP & PPG

	Notice board PPG suggestion box – reception desk	
--	---	--