

Dr Sida & Partners Patient Participation Survey Action Plan 2013

| Objective | Actions | Responsibility | Timescale | Resources/Funding | Progress |
|--|--|--|-----------|----------------------|--|
| Make it easier for patients to book an appointment in advance/ reduce the stress of calling at 8am unless you need to be seen that day | <ol style="list-style-type: none"> 1. Improve communication about appointments 2. Make more appointments prebookable 3. Promote online services 4. Make more appointments available by reducing time Doctors attend meetings | Natalie Young-Calvert (Practice Manager) | May 2013 | Practice to resource | <ol style="list-style-type: none"> 1. Letter going out to all patients March 2013 explaining how appointment system works and letting patients know about on line services 2. Appointment system changes and the availability of on line services have been highlighted in the newsletter 3. Practices in West Kirby are merging on 1st April 2013 which will reduce the time Doctors have to spend at meetings. |
| Reduce errors on repeat prescriptions and make the turnaround time faster | <ol style="list-style-type: none"> 1. Promote on line services so that prescription requests go straight into clinical system rather than data inputting. 2. Put a message on repeat prescriptions, | Natalie Young-Calvert (Practice Manager) | July 2013 | Practice to resource | <ol style="list-style-type: none"> 1. This service has been available since September 2012 but due to technical difficulties we have not fully promoted it until the practices merge in April 2013 |

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| | <p>put posters up in the waiting areas, newsletter and tv screens in waiting room</p> <p>3. Move to electronic prescribing, reducing the time it takes for a prescription to get from pharmacy to practice and back again.</p> <p>4. Have an administrative lead for repeat prescriptions</p> | | | | <p>2. 2 Medicines Coordinators were appointed for the the 3 practices in March 2013 to streamline the repeat prescribing process and improve communication with pharmacists</p> <p>3. We will move to electronic prescribing as soon as this is rolled out in Wirral, we hope this will be by summer 2013.</p> |
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