

PRACTICE ACTION PLAN (April 2015)

PROMENADE MEDICAL CENTRE

Action Steps <i>What Will Be Done?</i>	Responsibilities <i>Who Will Do It?</i>	Timeline <i>By When?</i>	Resources <i>A. Resources Available</i> <i>B. Resources Needed</i>	Potential Barriers	Communications Plan <i>Who is involved?</i> <i>What methods?</i> <i>How often?</i>
Step 1: Improve patient communication about the practice and make it more accessible for patients To promote the website and Facebook page	A designated member of staff who will co-ordinate/update the sites	By 2016	Member of staff employed. Website and Facebook already set up	None	Advertise new website on patient correspondence. Also a poster in the waiting room, as well as encouraging our staff to give out the website address
Step 2: To get more opinions from patients of the practice, on how it might be improved To encourage more patients to take and fill in the next Friends Family Survey	Practice Management Team		A. Minimal costs for production B. Non required – survey if free and available	None	When the survey restarts later on this year, we will be active in getting patients to fill them in.
Step 3: Improving accessibility to appointments. Enable patients to have better control on when their appointment is and when they can book it Implementation of EMISweb to allow patients to book and cancel their own appointments	Practice Management Team/Patient Participation Group		A. EMISweb is already being used B. Staff training required to use the new appointment system.	None	Updated Patient Charter to be displayed at both sites. Include new Patient Charter on Practice website

