

UEA Medical Centre – PPG – Practice Action Plan
Mar 201 – Apr 2013

Action Plan		Agreed Completion Date	Actual Action Implemented	Actual Completion Date
1	Monitor patient satisfaction with improvements made to privacy settings on the Jayex board	Sept 13		
2	Reception privacy: - Install a black line on the floor, away from the reception desk - Ensure reception continue to use the laminated nurse card to show patients when asking what the problem is so patient can point to problem without being heard and receptionist can then book patient in the correct clinic. - Advertise more clearly there is a reception interview room available if the patient requires more privacy.	June 13		
3	Urgent Doctor Clinic - Ask doctor to inform patient if it wasn't appropriate to attend the urgent clinic. - Reception to hand out the 'urgent doctor information leaflets' to all patients who ask to see the urgent doctor. - Discuss at doctor nurse meeting using a clinician to triage calls for the urgent doctor clinic and feasibility.	ASAP	<i>Implemented.</i> The feasibility of a doctor or nurse triaging patients for the urgent doctor clinic was discussed. Firstly, as many of our patients walk in for these appointments a telephone triage system would therefore not be appropriate, and secondly the majority of patients that call would actually need to be seen to be properly assessed. From past experience in other practices, the doctors felt a triage system only worked well when there were a lot more urgent patients with a predominantly elderly population and we have the opposite - a young demographic.	March 13
4	Extended hours - Need to further advertise extended access by emails/posters in waiting room. - Ensure reception offer to all patients when they are available. - We will also continue to advertise this in our practice leaflet, on our website, jayex and termly newsletter (ezine).	May 13	<i>Next ezine issue Summer term</i>	

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5	111 Service - Update main sign outside UMS and posters to advertise the 111 service, as currently state our normal number (which if called out of hours answer phone message asks patient to hang up and dial '111').	June 13		
6	Change self check in screen to only allow patients to check in up to 9 minutes later than their allocated appointment time.	Mar 13	<i>Self check in machine has been updated</i>	<i>Mar 13</i>
7	We will monitor the spaces outside the Medical Centre and inform University security if anyone is parking in them without a permit and not attending the Medical Centre.	Mar 13	<i>Reception and ZB monitoring spaces</i>	<i>Mar 13</i>
8	All doctors should explain this when a first prescription is issued. An article on this will be published in the termly ezine sent to all patients.	July 13	<i>Doctors to immediately start doing this. Next ezine going out summer term.</i>	