

**UEA Medical Centre – Practice Action Plan
Survey 2014-15**

Action Plan	Agreed Completion Date	Actual Action Implemented	Actual Completion Date
1. ACCESS			
Move the online appointment information from page2 of the newsletter, to page 1 so more people are likely to read it	Autumn newsletter	Arranged	October 15 (date of next e-zine)
Put a synopsis at the front of the practice leaflet - brief information for patients to quickly view	Autumn practice leaflet	Done	June 2015
2. SATISFACTION WITH DATE/TIME OF APPT			
Routine sessions needed - we have a system to evaluate demand in previous years when planning for current year	On-going	Has happened for at least 15 years – reviewing last years sessional needs along with list size increase	Ongoing
We are responsive to demand - able to put more sessions on if needed	On-going	This occurs continuously	Ongoing
Have Book On Day every day in term time	Autumn 2015	Book on Day clinics included in doctor autumn term rota	Rota completed August 2015
3. COMFORT OF WAITING ROOM			
Explore possibility of Wi-Fi for the waiting room	Autumn 2015	UEA agreed to put WiFi in waiting room July 2015 – implementation date tbc	Completed 16.8.2015
4. LENGTH OF TIME WAITING FOR APPT			
Urgent doctor to be more attentive to signing scripts promptly in between patients	On-going	Ongoing	Ongoing

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Look at getting a second monitor in urgent doctor room so doctors can keep a regular eye on waiting list and patients waiting for scripts to be signed	Autumn 2015	Reviewed – doctors not keen as may breach patient confidentiality	Deferred
5. INFORMATION			
Add to the doctor photo board in reception, information sign posting patients to look at doctors biographies on our website (so they can choose one more suitable to their needs – if desired)	August 2015	August 2015	August 2015