**Feedback Action Plan January 2016 Following PPG Meeting Discussion**

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| **Actions Identified** | **Plan** | **By When** | **Actioned** |
| Lack of knowledge re Online Access | * To keep practice notice boards up to date with information
* To ensure information is clear on the Practice web site
* To continue to advertise in the main reception area
* To turn chairs to face the notice board in the waiting area
* PPG members to come into practice to do face to face promotions
* To set up a Facebook account and advertise
 | ASAP | All the actions have been carried out. The chairs were moved the same day and all information continues to be kept up to date.Facebook account is pending. |
| Some patients said they did not get an appointment at a convenient time | * To ensure staff offer a wide range of appointments
* To ensure staff give full information to patients about our services
* To promote online access to all patients who contact the practice
 | ASAP | All staff are aware of the survey results and will continue to inform patients of the services we have at the practice |
| Some patients thought waiting times could be too long | * Meeting with clinical staff to ensure they are aware of the survey results
* Ideas to improve on waiting times were to educate patients on the times of appointments
 | ASAP | All clinical staff are aware of the feedback and a poster has been added to the waiting area re appointment times. The PM will continue to monitor this. |