

# **MARCH 2015 UPDATE**

## **PATIENT PARTICIPATION ACTION PLAN 2014/2015**

### **APPOINTMENT ACCESS**

#### **UNDERTAKEN:**

- Working party in practice (Ian Nerurkar, Karen Mills and Tracy Beckett ) looked at appointment availability and what would improve access
- Trial appointment schedule produced, commences 1<sup>st</sup> April
- Information leaflet for patients produced to explain what could be done to help improve access (input from patient participation group and the practice team)
- Information leaflet left on waiting room chairs each evening, sent out with all patient correspondence, put it on the website, and on the waiting room screen
- Practice newsletter has an article in it about this

### **PARKING ON FOX HILL CRESCENT**

#### **UNDERTAKEN:**

- Practice Manager contacted Sheffield City Council : Council unable to comment on parking; confirmed that if we closed our car park we would be in breach of our planning conditions (ie if this was the reason for parking on Fox Hill Crescent)
- IT Manager spoke to a Police Community Support Officer on duty outside the surgery: he advised it was ok to park on the kerbs but we were unable to get this in writing
- Notice displayed in entrance lobby
- Practice Manager spoke to groups that use the group room as possibly they use the Fox Hill Crescent entrance more than most
- Building Owners had no advice for us as we are the tenants
- Practice newsletter has an article about this
- Practice Manager advised complainant of actions taken

## **ONLINE ACCESS TO APPOINTMENTS AND PRESCRIPTIONS**

### **UNDERTAKEN:**

- Email sent to the email address on record for patients reminding about online registration. A

small flyer handed out with prescriptions, (its already on the website),

- A reminder on waiting room screen
- Poster on display.
- Clinicians to inform patients when they request a prescription in consultation that they can register online and stop issuing repeats in consultations to aid waiting times
- Foxhill Forum worker has been working in the waiting room encouraging patients to use Online facilities
- Practice newsletter contained an article about how to register (explaining need to register in person)