**2016/17 Action Plan**

Our patient group action plan was discussed on the th February 2016

|  |  |
| --- | --- |
| **Action**  | **Timescale** |
| Continue to develop our web based forum – Introducing new online patient surveys on topical issues as directed by the patient group. | Likely to be an on-going exercise across the year. |
| Continue involving the patient group in developing and promoting website.* Add information to website regarding on how to book online appointments.
 | Implementation on-going |
| Update recorded messages on prescription line. Review current message on main switchboard with a view to change to include message regarding unnecessary calls into the practice  | Implement by End of August 2016 |
| Further promotion of Electronic Prescribing Service – introduce more posters into waiting area.  | Implemented be end of August 2016 |
| Organise and Offer Patient support for signing up to Online Services | Summer 2016 |
| Review Friends and Family test - with a view to adding additional questions-Add question Do you use the self-checker? | By the end of July 2016 |
| Consider a new practice Website to replace current website. | Summer 2016 |
| Carry out a patient survey  | January 2016 |

We anticipate that during the course of the year a number of other issues will arise for discussion and action and in is our intention therefore to review the action plan at regular intervals.