



Dr B Khan



Acorn Medical Practice
11-13 Wood Street, Mansfield, Notts, NG18 1QA
Tel: 01623 428412, Fax: 01623 412519
www.acornmedicalpractice.co.uk

Action Plan Drawn Up From Results Practice Patient Surveys

2015/2016

<u>Action Point</u>	<u>Action To be Taken By The Practice</u>	<u>Timescale</u>	<u>Person(s) Responsible</u>	<u>Outcome</u>
Waiting Times	<p>Ensure patients are aware that they are able to book a double appointment should they need one</p> <p>Reception staff to ensure they inform patients if clinical staff are running late, apologise and try to give a reason if at all possible</p> <p>Clinical staff to also apologise to patients if he keeps them waiting and try to run as on time as possible</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Quarterly</p>	<p>Reception and clinical staff</p> <p>Reception staff</p> <p>Clinical Staff</p>	



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	Continue with entries in the Newsletter explaining why clinicians can sometimes run late		Practice Manager	
Misuse of A&E	Educate patients by displaying information regarding the correct use of services; i.e. Pharmacy First, 111, Practice, Out of Hours	Ongoing	All Practice Staff	
	Ensure patients are aware that A&E is an ACCIDENT AND EMERGENCY DEPARTMENT	Ongoing	All Practice Staff	
	Continue to review availability of appointments at the practice	Ongoing	PRG and Practice Staff	
Missed Appointments	Display up to date	Ongoing	Practice Manager	



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	<p>information regarding numbers of patients who fail to attend their appointments on the Jayex board and in the Practice Newsletter</p> <p>Continue to send text message reminders to patients and ensure that we have the correct mobile numbers for patients to receive them</p> <p>Explain in the Practice Newsletter the impact of not cancelling appointments and how important it is so that appointments can be used for other patients</p> <p>Ensure staff thank patients when they do ring and cancel their</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>All Practice Staff</p> <p>Practice Manager</p> <p>All Practice Staff</p>	
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	appointments Send letters to repeat offenders	Ongoing	Practice Manager	
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