



## Patients Matter - Action Plan 2015

Issue Identified by you	Proposed changes	Outcome
<p>Appointment availability</p> <p>Managing patient expectations</p> <p>Improve communications with patients</p>	<p>Consultative meeting with the PPG and GPs led to the Introduction of additional duty doctor in periods of heavy demand</p> <p>Revision in the balance of telephone triage and surgery consultations for duty doctor</p> <p>Advertise the number of DNAs</p> <p>Continued patient education on alternative sources of treatment</p> <p>Continued improvements to the newsletter to include current issues within the practice</p> <p>Collection of patient emails for sending correspondence to.</p>	<p>Improved access to emergency appointments in the short term</p> <p>Newsletter articles, waiting room adverts – also national media campaign</p> <p>Quarterly newsletter is now written by PPG member</p> <p>Redesign of the new patient questionnaire to include email addresses.</p>