

PATIENT PANEL PRIORITIES 2014 - 2015

- 1 To continue to be pro-active in the development of services in the practice.
- 2 To be instrumental in formulating / editing in-house patient surveys and discussing results.
- 3 To assist with the formulation of action plan resulting from patient survey
- 4 To discuss any relevant complaints and suggestions
- 5 To take part on interview panel for any new GPs.
- 6 To assist with trying to recruit new members of the group .
- 7 Where possible to attend locality patient participation groups and annual general meetings and feedback to the panel
- 8 To continue to support the practice with advancements in technology.

13-14 Priorities

Migrate to Emis Web – achieved

New Telephone System – achieved . Contract signed and new system to be installed June 15

New lighting to be fitted and decoration - achieved and ongoing.

New signage to be fixed to entrance to building – achieved, to be erected 2nd April 15.

Continue to try to recruit new members – ongoing.

12-13 Priorities

- Appoint new Partner – achieved.
- Appoint New Salaried GP – achieved
- Technical advancements – last years priorities all achieved.
- Information leaflets / practice leaflet amended and ongoing.
- Results policy – achieved and ongoing
- Improve access to appointments with additional Nurse Practitioner – achieved but patients still say they find it difficult to book an appointment so this is carried forward.
- Improve telephone access – despite making several changes to telephone system patients are still finding it difficult to get through on phone so this is carried forward.
- Recruit new members to Patient Panel ; achieved but we continuously try to appoint new members and this will be ongoing.