

**ACTION PLAN FOLLOWING ON FROM MEETING OF REPRESENTATIVES OF THE PRG AND PARKLANDS SURGERY ON TUESDAY
19 March 2013**

Issue	Action(s)	When	Outcome	
1	Types of Appointments	<p>Explain different types of appointments in updated practice leaflet and updated website</p> <p>Add in practice leaflet qualifications of nurses and appropriateness of booking a nurse appointment</p> <p>Guide patients on how to book correct type of appointment to save time</p> <p>Explain “buddying” system when a patient’s usual doctor is away</p>	3 – 6/12	
2	Text messaging service (SMS messages) and communication with patients	<p>Text messaging to be developed as technology allows – appointment reminders, flu and other clinic reminders, DNA confirmation, occasional results at doctor/patient discretion</p> <p>Regular Parklands Newsletter</p>	3/12	
3	Reception Area improvement with regard to confidentiality and soundproofing	<p>On-going development of quotations from tradesmen and ideas from staff and doctors</p> <p>Aim – To improve checking in with reception – move PC to front porch Modernise reception desk</p> <p>Ask patients to write their reason for booking an appointment on paper</p>	6/12	

