

BARNARD MEDICAL PRACTICE ACTION PLAN MARCH 2014: GETTING READY FOR THE MERGER

The following action plan has been drawn up based on feedback from patient questionnaires and the subsequent comments and discussion at the patient open meeting on 13th February 2014.

Priority for action	Proposed changes	Who needs to be involved	What is an achievable time frame
Merger information update	Merged and updated practice website. Search for old practice website leads to new one.	Gill Collins Richard Scott	April 2014
Access to appointments	Increase number of appointments available for online booking	Gill Collins Dr Richard Scott Receptionists	April 2014
	Reduce non-attendances by text message reminders/cancellation service	Gill Collins	Subject to costings – 6 months
Better communication with patients	Dedicated email address for patients to contact practice secretaries for referral queries	Gill Collins Dr Richard Scott Practice Secretaries	May 2014- deferred for period due to organisational issues with merger
	Update phone message at surgery regarding access options for patients	Gill Collins	April 2014
	Provide practice updates via email and Twitter	Holly Hutson Gill Collins	Subject to medicolegal advice and costings – 6 months