

ST PETER'S SURGERY – Patient Reference Group Action Plan 2019/20

Reception & Telephone Access

	Action agreed	Who	When
1	<ul style="list-style-type: none"> Review telephone performance & set telephone response targets: TARGET – Answer 90% of calls in 90 seconds 	Practice Manager, Reception staff & PRG	June 2019 to Mar 2020
2	<ul style="list-style-type: none"> Encourage patients to use the self-check screen TARGET – 90% of patients using the self-check in. 	Practice Manager & Reception staff	Subject to accessible performance data - Mar 2020

Appointment & On-Line Access

3	<ul style="list-style-type: none"> SMS (Mjog) messaging to reduce DNAs 	Practice Manager	Jun 2019
4	<ul style="list-style-type: none"> Aggressively promote on-line access to repeat prescribing and appointments to reduce call volume TARGET – 40% of patients registered for online services 	Practice Manager & Reception staff	Mar 2020

Development of the Patient Reference Group

5	<ul style="list-style-type: none"> Review membership and recruitment 	Practice Manager and PRG	July 2019 to Dec 2019
6	<ul style="list-style-type: none"> Conduct a patient survey 	Practice Manager and PRG	Nov 2019 to Mar 2020