

**Alveley Medical Practice  
Action points for Online Access Survey 2014**

**Survey**

This year's survey was designed in conjunction with Alveley Patient Group, APG. As new advanced technology is shaping the way the NHS works we decided to focus this year's survey on online access. The practice understands that patients may want access to appointments out of hours or do not have access to telephone throughout the day and therefore we have purchased new technology for patients to book appointments online and to order their repeat medication. Our main focus was to use the survey to promote this service and to engage patients with the patient group in addition to finding the thoughts of our patients.

The practice would like to thank the APG for their help and assistance in devising and issuing the survey as well as their input into the action plan.

**Action plan- Agreed with APG March 2014**

<b>Action</b>	<b>Who?</b>	<b>How?</b>	<b>By when?</b>
The practice will advertise the online access on the website and in reception	Assistant Practice Manager	Update Website Promote in Reception	May 2014
Dates for Midwives, Health Visitors and other attached staff appointments will be available on the website	Assistant Practice Manager	Update Website Promote in reception	May 2014
The practice answer phone message will be checked to ensure the correct number is given and in working order.	Assistant Practice Manager	Audit check	March 2014
All practice staff advertise and discuss with patients the online access and APG.	Assistant Practice Manager	Practice Meeting	At next practice Meeting June 2014
More posters to advertise the APG	APG	APG Members	Ongoing
The practice to invest in a advertisement/ Information screen for reception by the end on 2015	Assistant Practice Manager	Obtain Quotes and fund raising with APG	End of 2015
Larger print to be used for the APG board for patients to read more than 2 feet away.	APG	APG Members	April 2014
Look into the possibility of a larger notice board for better communication with patients and the APG	Assistant Practice Manager	Obtain Quotes Review waiting room	April 2014
Instructions on how to register for online access to be attached to the online registration form	Assistant Practice Manager	Print Instructions and attach to registration forms	April 2014

