

# G83003 GREENWICH CCG DR BAKSH COLDHARBOURHILL PMS



## PPG Action Plan from survey 16-17

1. Access : The practice will endeavour to increase online take up both for appointment bookings and repeat script requests. They will focus on this between the months of March 17-June 17. It is hoped that by increasing people who use online services this will reduce the telephone pressure on the surgery and hopefully give a better service to all and will make it easier for those patients who are not IT literate an easier chance to call the surgery. The practice does already offer around 4.4 appointments per 1000 of population
2. Better use of appointments – the practice will implement in the spring/ summer months the use of a form for those patients who are requesting GP letters, and we will review if this has meant appointments are freed up and are more effectively used.
3. From April 2017 – any request for an onday appointment will need a brief reason without which it can not be booked, the practice will then review the use after 6 months.
4. The practice will advise the CCG of the survey results in terms of a preference of the Hub weekend access being a full service
5. The practice will update the PRG in terms of premises development and timing and also the website and will keep the dialogue open and patients aware.
6. The practice will follow the guidance of the survey in regards to frequent non attenders.
7. The practice will be reducing its Extended hours on Wednesday pm from May 17, however still offers these on Monday and Tuesdays so goes over and above its requirements