

Post-Patient Questionnaire Suggested Action plan:

1. Continue to promote patient forum and virtual PRG
2. Continue to offer consistent level of appointment access (within 2 working day)
3. 3 month pilot offering “double” appointments for patients who request, and assess appropriateness and impact of appointments availability (restrictions to apply e.g. specific GPs / specific days) – see Q7
4. 3mth pilot reserve last 3 appointments of late night appointments as pre-bookable only for working patients (if not booked these appointments will be available for all patients on the same day) – see Q8
5. Introduce new policy of booking appointments with preferred GP maximum of 2 weeks ahead (see Q6)
6. Continue to promote online services
7. Plan project to commence using email as first line of communication communication with patients (where appropriate) as of April / May 2012 (see Q15 & 17)
8. Review and amend Marple Cottage Patient Forum health event plan to address interests shown by patients in Q18