

Area of opportunity	Aim	Action to be taken	Date to be completed
<ul style="list-style-type: none"> <li>on-line services                             <ul style="list-style-type: none"> <li>booking appointments</li> <li>repeat prescriptions services</li> <li>medical record viewing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>increase patient use of the on-line services to 16% by March 2017 (currently at 12%)</li> </ul>	<ul style="list-style-type: none"> <li>offer to all new patients registering with the practice</li> <li>have poster available (and on waiting room TV screen) and ensure information leaflet available in surgery and on the website</li> </ul>	<ul style="list-style-type: none"> <li>March 2017</li> </ul>
<ul style="list-style-type: none"> <li>car park</li> </ul>	<ul style="list-style-type: none"> <li>resolve car park problems</li> </ul>	<ul style="list-style-type: none"> <li>review options</li> <li>share options with patient reference group</li> <li>implement</li> </ul>	<ul style="list-style-type: none"> <li>Sept 2016</li> <li>Dec 2016</li> <li>March 2017</li> </ul>
<ul style="list-style-type: none"> <li>reception area</li> </ul>	<ul style="list-style-type: none"> <li>increase patient confidentiality in the reception area - within budget available</li> </ul>	<ul style="list-style-type: none"> <li>review options</li> <li>share options with patient reference group</li> <li>implement</li> </ul>	<ul style="list-style-type: none"> <li>Sept 2016</li> <li>Dec 2016</li> <li>March 2017</li> </ul>
<ul style="list-style-type: none"> <li>waiting times in surgery</li> </ul>	<ul style="list-style-type: none"> <li>share any clinic problems that are affecting patient waiting times with patients</li> </ul>	<ul style="list-style-type: none"> <li>develop possible solution (either IT or staff member based)</li> <li>implement</li> </ul>	<ul style="list-style-type: none"> <li>April 2016</li> <li>June 2016</li> </ul>