

Meeting Date	ACTION POINT	Action by	Deadline	Progress	Completed
12.06.13	JM to place a reminder in the Green Book reminding patients that they need to ensure that they will be at home to receive their medication.	JM	11.09.13	Complete	01.07.13
12.06.13	EH to liaise with JG and arrange for a notice on the subject of medication waste to be placed on the bottom of the prescription sheet.	EH/JG	11.09.13	Complete	01.07.13
12.06.13	JM to e-mail all Forum Members asking for Survey Priorities and consider placing surveys in appropriate public places.	JM	11.09.13	Complete	01.07.13
12.06.13	Practice Staff and Malcolm Worsley, Ian Gibson and Helen Roberts all to attend workshop event at Wesham.	Staff/Members	11.09.13	Complete	01.07.13
12.06.13	SH to investigate the feasibility of changing the timing and release of text reminders.	SH	11.09.13	Ongoing	
12.06.13	SH to provide a limited amount of online appointments from August onwards and JM to advertise Emis Access in the Green Book and provide the relevant link.	SH	11.09.13	Ongoing	
12.06.13	JM to place Patient Forum Minutes on the Practice Notice board and Website.	JM	11.09.13	Complete	01.07.13
12.06.13	JM to place a link to the updated Practice Website in the Green Book and investigate how to resolve this anomaly.	JM	11.09.13	Ongoing	

13.03.13	EH to arrange for a poster board to be placed on the Reception Counter outlining waste medication and the cost to the NHS.	EH	12.06.13	Complete – Poster in place	12.06.13
13.03.13	EH to liaise with JG and arrange for a notice on the subject of medication waste to be placed on the bottom of the prescription sheet	EH & JG	12.06.13	Complete	01.07.13
13.03.13	SH to investigate the feasibility of expanding Emis-access to more of the patient population with the ultimate aim of providing a limited amount of online appointments to begin with.	SH	12.06.13	Ongoing – this subject will be discussed at the next Practice Meeting with a view of providing a limited amount of online appointments from August onwards.	
13.03.13	SH to investigate the feasibility of having letter appointments for patients on the At Risk Register sent as an e-mail instead.	SH	12.06.13	Complete – Not to be implemented at the moment.	12.06.13
13.03.13	JM to place a hard-hitting message in the Green Book reminding patients to honour previously made appointments to help reduce DNA rates.	JM	12.06.13	Hard hitting DNA reminder has been placed in the Green Book	12.06.13
12.12.12	JM to raise the subjects of disabled access and telephone answering at the next Practice Meeting. JM to also source a door bell and arrange for it's fixture at the front door.	JM	13.03.13	Work in progress Door bell has been installed. Pavement ramps and disabled parking bays created. NHS Access audit undertaken. Several bids for funding have been turned down.	12.06.13
12.12.12	JM to place a link to the newly created Patient Feedback Form on the Practice Website.	JM	13.03.13	Patient Feedback Form is available on the Practice Website.	05.02.13
12.12.12	JM to place a message in the Green Book reminding patients to honour previously made appointments to help reduce DNA rates.	JM	13.03.13	DNA reminder has been placed in the Green Book	05.02.13

12.12.12	JM to place details of the trial of the appointment system in the Green Book for wider dissemination and also a link to the QoF results.	JM	13.03.13	Trial appointment system and QoF results have been advertised in the Green Book.	05.02.13
12.12.12	Implement a strategy to improve Inconsistency of appointment allocation and in particular the “first come first served”.	JM	13.03.13	The new appointment system has been implemented and there is no longer the requirement to call back at 1.30pm and patients can now book appointment up to 6 weeks ahead.	05.02.13
12.12.12	Review our procedures for booking of future appointments and having to call back.	JM	13.03.13	The new appointment system implemented and there is no longer the requirement to call back at 1.30pm.	05.02.13
12.12.12	Implement a strategy where GPs give more flexible contact times. 2-4weeks rather than 5days or similar.	JM	13.03.13	The new appointment system has been implemented and the practice has begun to undertake Extended Hours.	14.01.13
12.12.12	Review our telephone system with a view to improving – engaged, messages, queuing.	JM	13.03.13	The Practice Manager has met with a representative from Digital Airtime and had an extra line installed.	05.02.13