

Liscard Group Practice

Patient Participation Survey Action Plan February 2014

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
Phone System	Replace existing phone network with our own independent system	Dr Staples. Zoë Street	A.S.A.P Updated Feb 2014	Built new server for phone system and purchased suitable equipment. Port our existing Practice number to a new Provider.	Completed November 2011. Patients appear to be satisfied with the phone systems. No complaints. Feb 2014 update. We have since 2012 built a back up phone server, should a problem occur with our phone system. Phone system continues to be successful.
Quarterly Newsletter.	Produce a quarterly newsletter	Zoë Street Craig Cringle	In time for Christmas 2011. Updated Feb 2014	Developed and produced by Craig Cringle Receptionist Liscard Group Practice.	Completed in December. Available on the website www.liscardgrouppracticewirral.nhs.uk And in the Reception area. This has been a great success, very positive feedback from Patients. Feb 2014 update. The Newsletter is ongoing and is produced quarterly.
Service Providers	Meeting with Zoë Street Practice Manager and Midwife Management. Care UK. Specsavers.	Zoë Street	A.S.A.P Updated Feb 2014	Arranged for availability of Consultation Room for Midwives one session weekly. Update Feb 2014. Ultrasound every	Midwives provided Services to the Practice for Patients from July 2011 and this has been ongoing. This Service has been a great success. Patients are very happy to have this Service back in the Practice. Feb 2014 update. The Practice now also hosts other Service Providers these are: Care UK the ultrasound

				Wednesday all day. Dxa Unit once a month. Specsavers every Thursday all day.	Service. Care UK DXA Unit. Specsavers Audiology Service
Repeat Prescriptions available online via our website.	Set up by Zoë Street and Emis Clinical Systems.	Zoë Street	A.S.A.P. Updated Feb 2014	This new service was set up and tested in June 2012. Staff training was implemented.	Repeat Prescriptions online was put in place in June 2012. This is ongoing. Feedback from Patients has been very positive. Feb 2014 update. There has been a significant increase of patients using this Service approximately 5/6 applications per week. Applications are available on our website and in person at the Practice
Pre bookable Appts available online via our website.	Set up by Zoë Street and Emis Clinical Systems.	Zoë Street	A.S.A.P Updated Feb 2014	This new service was set up and tested in June 2012. Staff training was implemented.	Pre bookable Appts online was put in place in June and is ongoing 2012. Feedback from Patients has been very positive. Feb 2014 update. There has been a significant increase of patients using this Service approximately 5/6 applications per week. Applications are available on our website and in person at the Practice.
Electronic Prescribing	Zoë Street and Asghar Uddin Project Change Lead EPS.	Zoë Street	Updated Feb 2014	Implemented January 2013. This new Service offers Patients the opportunity	Feb 2014 update. Very early stages to gauge success. All Pharmacies in Wallasey are engaged with the Practice in this new Service. Feedback so far is very positive

				for them to nominate a pharmacy of their choice. Prescriptions are then sent electronically without the need for the Patient to attend Practice to collect them.	from the patients who have already signed up to this service.