

Liscard Group Practice

Patient Participation Survey Action Plan

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	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.
Quarterly Newsletter.	Produce a quarterly newsletter	Zoë Street Craig Cringle	In time for Christmas 2011.	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. The Newsletter is ongoing and is produced quarterly.
Service Providers	Meeting with Zoë Street Practice Manager and Midwife Management.	Zoë Street	A.S.A.P	Arranged for availability of Consultation Room for Midwives one session weekly.	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.

Repeat Prescriptions available online via our website.	Set up by Zoë Street and Emis Clinical Systems.	Zoë Street	A.S.A.P.	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. and is ongoing. Feedback from Patients has been very positive.
Pre bookable Appts available online via our website.	Set up by Zoë Street and Emis Clinical Systems.	Zoë Street	A.S.A.P	This new service was sey 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.