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|  | Issue | Action | By Whom | Desired Result | Update |
| 1 | The numbers of patients attending ‘specialised’ clinics were lower than expected. | * To increase patient awareness about what services we provide as a whole.
* Create literature and use PPG to communicate the services available at Lakeside.
 | LL | * Numbers of patients using alternative clinics rise.
* Numbers of patients using appointments with GPs for something that could be resolved in the clinics reduces.
* Patients’ waiting times reduced for GP appointments.
* Patients’ experience improved.
 | As at 6/2/14:The Lakeside website, Facebook page, local gazettes, NHS Choices have been and will continue to be updated with details of nurses clinics.One notice board in reception is being dedicated to information on nurses/specialised clinics.The Lakeside info leaflet has been updated. |
| 2 | Patients access to test results ok but could be improved. | * To increase patient awareness of how and when they can retrieve results from previous tests.
* To educate staff on the issue.
* To ask reception staff to be involved in communicating the message.
 | LLReception/Primary Care staff | * Patients ring/contact the admin team at the appropriate time in order to get their results, therefore ensuring access.
* Patients more comfortable to wait until practice contacts them if there are any issues with the test results.
* Patients getting through to the appropriate department for test results.
* Patients’ Experience improved.
 | Information for patients has been placed on the notice board in waiting room, advertised on Facebook and website.The system is still under discussion as to the most appropriate location department-wise. |
|  | These actions below have been added as a result of the patient survey carried out in August 2013 by an external company. |
| 3 | Access to the practitioner of choice, by telephone and shorter waiting times to see practitioner. | * There is an initiative set by the NHS for each practice to assign a GP to the more elderly patients initially to ensure continuity.
* Increase number of appointments for telephone consultations.
* Fill the GP vacancy Lakeside is currently carrying.
 | The Practice | * The more elderly patients were more inclined to mention that they wanted to see the same GP; this initiative should resolve this issue. The same GP to see or home visit housebound patients.
* Increasing the number available should enable practitioners to call more patients.
* An additional GP will increase the number of GP appointments available.
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| 4 | Access to appointments or lack thereof and the restrictions faced by those who work full time. | * Set up online access for suitable services i.e. ability to make or cancel appointments and request prescriptions on line.
 | Patient Services | * Providing a system whereby patients can make arrangements, request services whilst the surgery is closed. Meaning patient access is not barred.
* Additionally the completion of task 3.3 will automatically increase the numbers of available appointments.
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| 5 | Promoting Preventative Measures –preventative illnesses/ admissions. | * Current NHS initiative to manage those patients who are more likely to attend A&E (Risk Stratification), one aimed specifically at cancer patients to aid their recovery, one for Health checks for patients on the Severe Mental Illness register, Smoking cessation clinics etc.
 | Clinical staff, Senior & Business Managers | * Discussions about those patients identified with DNs and Social Services in order to put measures in place to assist the patient therefore decreasing the chance they will require admittance through A&E or referral.
* Patients affected by any of the illnesses as set out by the NHS will receive close monitoring and so issues picked up and dealt with earlier than would have necessarily have been so in the past thus preventing a more serious illness.
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