**ACTION PLAN**

* Recruitment of an additional member of staff to support current Part-time Receptionists. This will enhance the Service provided to Patients at the Front Desk and also ensure the telephones are answered speedily. A receptionist will be located at the front desk from 8.00am to midday.
* From April 20th 2015, Dr Anisa Caratela will be increasing her Clinical Sessions from 5, to 6 sessions per week. This will provide additional appointments in order to cope with the increase on demand.
* Further promotion of the online services available to Patients. In addition to being able to order Repeat Prescriptions, book an appointment, Patients will be able to view a summary of their allergies and medications from April 2015. In order for Patients to do this, they will need to request this via the Reception Staff. This facility will be promoted via the website, posters within the Surgery and on Repeat Prescriptions.

* Purchase of Waiting Room BP machine, which will allow Patients to be able to check their own blood pressure and notify the Practice of the results. This will save on Nursing/Healthcare Assistant appointments. The machine has been ordered, now awaiting delivery.
* Plan to promote and recruit additional members to the PPG, in order to enhance representation of different age/race within the group. This will be done via the Practice website, Newsletter and within the Surgery.