

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
To improve communication with users of the service, eg New Patient welcome pack to all newly registered patients.
What actions were taken to address the priority:
An patient information document was produced by the group which was forwarded to the Partners for approval. This has now been approved and will be in use imminently.
Result of actions and impact on patients and carers (including how publicised):
The information will be provided to all new patients registering with the Practice, which will provide them with more information than was previously supplied relating to the services and policies of the Practice as well as information about the PPG.

Priority area 2
Description of priority area:
To reduce the level of *DNA's.  *Patients that Do Not Attend their appointments.
What actions were taken to address the priority:
The PPG suggested providing statistical information to patients to highlight the issue, and using the patient display screens to encourage patients to cancel unneeded appointments. The Practice is working towards implementing this by;  <ol style="list-style-type: none"><li>1. Standardising the way in which DNA's are recorded by all clinicians.</li><li>2. Utilising the patient display screen to encourage patients to cancel unneeded appointments.</li></ol>
Result of actions and impact on patients and carers (including how publicised):
Once operational it is hoped that the reminder systems will reduce the level of DNA's and improve overall access to appointments.