

FENHAM HALL MEDICAL GROUP

MARCH 2015

ANNUAL REPORT TO PATIENTS

Feedback has been received over the last 12 months from patients from a variety of sources. These 3 areas have been identified as priorities with our Patient Participation Group members and the following action plan agreed;

KEY AREA IDENTIFIED	IMPROVEMENTS TO BE IMPLEMENTED	ACTION TO DATE
Improvement to waiting area	<ul style="list-style-type: none">• Higher level seating• Removal of fixed seating to improve access to rooms• Improvement to confidential area• Removal of low screens around reception desk	Practice has applied for funding from CCG Innovation Fund to carry out this work
Recall and management of patients with long term conditions	<ul style="list-style-type: none">• One annual review appointment with patient to discuss all health conditions• Reduction in number of phlebotomy appointments• Introductions to "Ways to Wellness" advisors	Dedicated admin role has been created within the practice and the new annual recall system will be implemented from April 2015
Review of website	<ul style="list-style-type: none">• More attractive and easier to navigate• Ability to register with practice online• Ability to provide feedback via the website• Easier for practice to keep up to date• Ability to translate website content into different languages	New website installed October 2014