

## Action Plan for Slaithwaite Health Centre

The results of the patient survey were discussed in detail at the PRG meeting on 01/03/12. The results, along with the attendee's thoughts and comments, were then used to develop the following action plan:

<b>Area for Improvement</b>	<b>Action</b>	<b>Owner</b>	<b>Progress to date</b>	<b>Review Date (if required)</b>
<b>Results:</b> Dissemination of result information to patients, e.g. blood tests/X-rays	Investigate possibility of sending text messages to patients regarding results (if consent given)	KC	Investigation currently on-going – concerns regarding confidentiality	June 2012
<b>Information:</b> Practice Website	Redesign website using a different provider	KC	Notification to terminate current contract has been given  New provider is currently preparing a demo website	June 2012
<b>Appointments:</b> Ability to book appointments on-line	Visit a surgery which currently utilises on-line booking – working model Re-design website (as above) to incorporate on-line booking	KC	Visit made 15/03/12  Website currently being re-designed	June 2012