

WIDEOPEN MEDICAL CENTRE

<http://www.wideopenmedicalcentre.nhs.uk/>



March 2015

Action plan 2014 / 2015

The practice is required to submit to NHS England evidence of action points achieved for the year April 2014 – March 2015.

Patient satisfaction survey:

Action: Change telephone greeting to include name of receptionist including a more welcoming telephone greeting by saying “good morning / good afternoon”

Outcome: Met

Action: Designated telephony hub at Wideopen for both Wideopen and Dudley patients

Outcome: Met

Increased GP appointments:

Action: Employment of a GP retainer as of January 2015, creating 45 additional GP appointments every Thursday and Friday

Outcome: Met

Teenage web page:

Action: Design a teenage webpage based on patient and public feedback from local school / college collected by our PPG member (MG)

Outcome: Met

Action: Setup a 16th Birthday Recall letter for patients approaching their 16th Birthday. The letter provides teenagers with advice regarding what services we offer, how to setup sms and links to our website in particular the teenage web section

Outcome: Met