

**The James Cochrane Practice
Patient Reference Group
Report of progress to date (March 2016)**

Action and update from previous report on March 2014

1) Practice refurbishment and re-decoration project

Update: Following the 2013/2014 progress report, plans to improve the general condition of the décor in the surgery (in particular, Maude Street) have continued. The surgery has invested in new waiting room chairs for Maude Street and sought the advice of an industry expert to look at colour schemes and décor. The Practice has completed a comprehensive review of clinical rooms at both surgeries. A refurbishment and re-decoration schedule is underway. ***Nurses rooms***

2) Emailing patients directly with surgery news

Update: The Practice now has a one-way secure email account through which it can contact patients. This is used for non-clinical matters such as practice updates and the newsletter.

3) Automatic Doors – Improvements to Signage

Update: It was identified in our 2014/2015 report that the signage for the automatic doors was poor. We have since replaced the signage with new 'push button' signs that clearly show the patient how to use the assisted doors.

4) Patient Access Survey

Update: Following our Patient Access Survey, we identified two areas of our appointments system set up to work on:

- a) Average waiting times higher than expected
- b) Routine appointment availability lower than anticipated

We have used a number of improvement techniques to re-configure the set-up of our appointments system. The data provided through the friends and family test has indicated that patients are extremely happy with their access to our appointments system.

5) Practice information

Update: It was reported in our 2014 progress report that ongoing refinements to our patient information systems will continue. We have included photographs of our clinical staff on our website and provided information about them and what they do, we now have a process in place for regularly updating our noticeboards and information screen to ensure that the information remains current.