

## Oaklands Health Centre – Action Plan

Area for Improvement	Action	Owner	Completion Date	Review Date If required
Reception Privacy	Dr Ward to discuss with Dr Shamsee and Architect. Temporary measure Ellen Foster to provide Privacy sign and monitor.	JRW/EF	Privacy Sign Completed March 12 Discussions between Partners April 12	Privacy sign to be monitored by EF
Repeat Prescribing Patients do not like answer phone to request repeat prescriptions	Ellen Foster to train/monitor admin staff to complete repeat prescriptions	EF/DW	Training currently ongoing	To be reviewed in 3 months time (June) in the Admin Meeting
Promote Practice website Questionnaire showed that very few patients knew about it.	Debra Whitehead to liaise with website designers and organise SMS message system for Oaklands. Debra also to speak with Secretary and add web address to patient newsletter	DW	Once new clinical server has been installed SMS messages will be introduced. Website designers have been contacted to see if we can include extra information for patients. Web address added to April 12 patient newsletter.	To be reviewed in June. DW to discuss with partners.