**Agreed Action Points 2014 / 2015**

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| **You said…**  **Your comments….** | **We did…** | **The result is…** |
| Improve the access door entry system for patients with a disability or young parents with pushchairs | We are looking into this, but as yet we have made no changes due to lack of funding | This is on-going and we are trying to secure some funding from a housing development scheme in Wideopen  Ongoing |
| Patients expressed an interest in receiving correspondence by email | We have started to collect email address of patients interested in this project | We are hoping to set this up by June 2014 for a small group of patients  New for April 2014/15 |
| Explore ways to increase PPG membership in particular the 18 – 25 year olds | PPG information is promoted using the practice website, waiting room, notice board, NHS choices and verbally by our existing members | We have three new members:  Male age 78  Female age 57  Female age 17  Ongoing |
| Decorating of Wideopen and Dudley | Quotations are in and we are looking into this | Dudley is more-or-less finished and we will be starting the decorating at Wideopen April / May 2014  Ongoing |
| Customer Service skills could be improved | We are exploring staff training options | Improved customer service satisfaction  New for April 2014/15 |
| Continue to develop practice questionnaires using the SystmOne Online functionality | We started to upload online questionnaires to SystmOne Online in January 2104 to help us capture information from patients about their smoking status. We have discussed this with our Doctors and Nurses and intend to introduce more online questionnaires | Over the next 12 –months we will be uploading questionnaires to help us gather lifestyle information such as alcohol consumption and exercise regime  New for April 2014/15 |
| Create a webpage dedicated to teenagers | We have enlisted the help from our Patient Participation Group to look at the content required to help teenagers with advice regarding:   * Smoking * Alcohol * Sexual health * Safe use of social media | We hope to have a dedicated webpage for  13 – 19 year olds  New for April 2014/15 |