**Endeavour Practice Improvement Plan 2014/15**

Owing to the results of our comprehensive patient survey and guidance/approval from our patient group (consisting of 86 patients), our improvement plan is provided below. Dates are provided to highlight when an action was completed or when further improvements are anticipated.

Improvement Measures

1. Re-print the practice “business card” which highlights what days each doctor is in the practice (***Action Completed:* *January 2015****).* Re-issue this as soon as further changes occur.
2. Advertise on the reverse side of the card, when each doctor’s pre-bookable appointments are available. This innovation will be incorporated next time we print new cards. ***(Action to be implemented when doctors’ days in surgery change).***
3. Advertise on the screen in the waiting room when each doctor’s pre-bookable appointments are available ***(Action Completed: March 2015)***.
4. Promote our online appointment booking facility further so that patients can see 24 hours per day when their preferred GP is available for booking ***(Action Completed: March 2015)***.
5. If CCG funding can be obtained from its Innovation Fund, procure WebGP, whereby patients have access to advice on minor ailments via our website and then also have the ability to e-mail a GP with a guaranteed response within one working day ***(Bid Successful: March 2015, Implementation Anticipated: July 2015).***
6. The Appointments Line (01642 355382) is open throughout lunchtime ***(Action Completed: March 2015)***.