

**BLACKHEATH PMS
ACTION PLAN 2016/17**

	PLAN & PRIORITIES	BY WHOM	WHEN	WHEN BY	RESULTING CHANGES
1	Provide coat hooks for all patient toilets	PM	ASAP	Completed Nov 2016	Good patient feedback
2	Produce a poster/visual communication on the amount of DNAs	PM	ASAP	Completed Nov 2016	Good patient feedback
3	Produce and disseminate an agreed Code of Conduct on the practice's expectations of its staff and its patients	All staff/PPG	ASAP	Completed October 2016	Better communication and awareness of expectations
4	Produce and disseminate a list of useful frequently asked questions (FAQs)	All staff	ASAP	Completed January 2017	Better communication and awareness of expectations
5	Continue to recruit /encourage membership of the PPG	All staff	March 2018	On-going	
6	Explore the idea of establishing an online/email PPG group	PM/GPs	March 2018	On-going	