

**EAST FINCHLEY MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP ACTION PLAN 2012/13**

STRATEGY	OBJECTIVE	RESPONSIBILITY	TIME-SCALE	PROGRESS
1. Improve Patient online Access /	<p>Participation in the EES Patient Online Access (Enhanced Service)</p> <p>To facilitate improvements in the electronic interaction of registered patients with GP services (Patient Online Access) for:</p> <ul style="list-style-type: none"> - Booking Appointments - Repeat Prescriptions - Registering patients (issuing passwords and using verification practices) to enable patient online access <p>The intended benefits for patients will be greater convenience, safety, efficiency and capacity for self-care</p>	Practice Manager	Patient Online Participation EES –	<p>Practice has signed up to the EES in June 2013</p> <p>Practice will want to seek the views of its Patient Reference Group members by with regards to improving online access.</p> <p>A survey on Improving Online Access will need to be written out and sent to the PRG committee members for approval – dateline JAN14.</p>
2. Improve Online Access to Appointments with GP of choice	<p>Enabling and utilising electronic communications for booking (and cancelling) appointments</p> <p>Activation of Emis Patient Access – Appointments facility</p> <p>Patients will be able to book online routine appointments with doctor of choice as well with the nurse, without the inconvenience of</p>	Practice Manager	01JAN14	<p>Emis Access – Appointments / ACTIVATED on 02JAN14</p> <p>Practice is now registering patients who wish to avail themselves of Appointment Booking Service and is already issuing passwords and verifying identity, as recommended by guidance from the Royal College of General Practitioners</p>

	<p>having to telephone the surgery. This will reduce the number of calls received by the practice, thus enabling more patients to get through for appointments, urgent queries, etc</p>			
<p>3. Improve Online Access to Prescription Ordering</p>	<p>Activation of Emis Patient Access – Prescription Ordering facility</p> <p>Patients will be able to request their repeat prescriptions, without the inconvenience of having to visit/fax the surgery. This will reduce the number of calls received by the practice, thus enabling more patients to get through for appointments, urgent queries, etc</p> <p>Patients will also be able to nominate online their pharmacy of choice where they can collect their prescriptions</p>	Practice Manager	01JAN14	<p>Implemented</p> <p>Practice continues to register patients who wish to avail themselves of Online Prescription Service by issuing passwords and verifying identity, as recommended by guidance from the Royal College of General Practitioners</p>
<p>4. Access to personal health records</p>	<p>The NHS Commissioning Board intends to develop and adapt the Improving Online Access EES to take into account the Government's commitment for implementing secure online communications and viewing medical records (including test results and letters) and to further incentivise expansion of the services adopted in 2013/14.</p>	Practice Manager	From 01APR13	<p>Implementation date: March 2015</p> <p>Practice has already began the process of issuing passwords and verifying identity, as recommended by guidance from the Royal College of General Practitioners (RCGP).</p> <p>Results of the Improving Online Access survey have been discussed at a practice meeting on 24FEB14. Minutes of the meeting were sent to</p>

	<p>The intended benefits for patients will be greater convenience, safety, efficiency and capacity for self-care</p>			<p>the PRG Committee members together with the Practice's action plan for approval. The practice will want to ensure that there are robust measures in place before activating the service by March 2015.</p>
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