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Mayfield Medical Centre – Patient Reference Group Action Plan for 2016/17

<u>Issue</u>	<u>Action</u>	<u>By Whom</u>	<u>By When</u>
1. RAC review	To look at providing a RAC early evening once a week	Sharon	Ongoing
2. Continual review of appointment access	To discuss and engage with the PRG in ideas on how to improve access into the Practice through various methods	Sharon/PRG	Ongoing
3. Staff training in customer awareness for face to face greetings and telephone conversations	To look at improving how staff are perceived when receiving patients at the front desk and on the telephone	Sharon	Ongoing
4. Hold an information day in the summer to share Practice Services	Hold an event later in the year to share practice services to the local population and to recruit to the PRG, also work with other agencies, such as carers resource, and Age UK	Sharon/PRG	Ongoing
5. Promote and recruit to the PRG	The practice staff and members of the current PRG to promote wherever possible the Patient Group and the benefits and purpose of joining the group	Sharon/PRG	Ongoing
6. Work closer with the Grange PRG	To look at when both groups can come together to share ideas and work together in the forthcoming months whilst going through Shadow Merge	Sharon/All	Ongoing