

**Amwell Group Practice
Action Plan 2014/2015**

The key areas identified for the year of 2014/2015 are:

1. DNA Appointments – the group felt that waiting times for appointments may be in part due to patients not attending booked appointments. The group and practice are to look at ways of reducing the issue of wasted appointments.
2. Reception – looking at ways we can ease workload on reception staff identifying key stressors.
3. Patient Access – carrying on from the work last year on making doctors more easily available to patients including; running a survey asking patients for an update on their thoughts on telephone consultations and booking a face to face appointment with their usual GP versus any GP.

Action	Responsibility	Completion Date
To review DNA data and look at ways of reducing the amount of wasted appointments at the practice	Group/Sonia	March 2015
To look at ways of easing workload of reception staff	AGP	March 2015
To continue to look at ways of improving access for patients	AGP	March 2015