

Bridport Medical Centre
“The Waiting Patient”
Action Plan (1) 2013/14

Area	Action	By when	Lead	Comments
Signposting	Improve signage in the following areas; <ul style="list-style-type: none"> • Foyer toilet – out of service (remove sign to avoid confusion) • Toilet facilities – install directional signs to all toilets. • Clear signposting to “information zone” and BP check. • Sign to politely request that parents should be aware of other patients while children are playing in play area (minimise noise!) 	End Feb	AM	Pending – referred to maintenance. Ordered. Complete. Ordered.
	Explore/Consider volunteer services to assist with signposting	2014/15	SG	Further consideration required.
	Request that Community Services clearly signpost services available on first floor (non BMC)	2014	ED	Referred to Ian Tait (Director Estates, DHUFT) to action.
Information	<i>Patient feedback</i> Annual survey – focus on information. Obtain wider views from patient population.	Dec 2013	MF/ED	Complete (see action plan 2)

Area	Action	By when	Lead	Comments
Information	<i>On-line services</i>			
	Upgrade BMC website.	Feb 2014	ED	Complete – to run alongside current website from mid-February
	Links to other on-line health information to be promoted via BMC website.	ED/MW		Ongoing
	Consider on-line access in Information zone – linked/locked to allow access health-related services only.	N/A	N/A	See survey results. No action 2014.
	Explore/consider volunteer services to assist with access to information.	2015	S Group	Further consideration required.
	<i>Other information</i>			
	All available information to be up-to-date. BMC staff to monitor notice boards and Information zone.	Jan 2014	ED	Surgery leaflets and board updated.
Consider upgrading “life-channel” screens to Jayex system.	Pending	Board	Board decision to prioritise this spend when capital monies available (where no other high priority clinical spend identified).	
Key information (practice leaflet) to be made available elsewhere e.g. chemists/health centre	Ongoing	ED	Ongoing.	

Area	Action	By when	Lead	Comments
Disabled Access & Mobility Scooters	Install external bell for patients with mobility scooters (assistance into building)	Mar 2014	ED	Quote for works requested.
	Notify patients with scooters that they are to be parked outside (3/12 notice)	Mid 2014	ED	Once call bell installed.
Environment	<p>Steering Group to meet (evening) to review waiting area environment and consider the following:</p> <p>Children's play area Consider moving/decreasing size/soundproofing Options</p> <p>Seating Location/type</p> <p>Ambience Softer lighting/art/plants</p>	End Mar	S Group	Steering group to meet End February to consider environment and report.

“Information” Action Plan (2) 2013/14

Area	Action	By when	Lead	Comments
Website	Update site to include <ul style="list-style-type: none"> • Improved navigation – “more patient friendly” • Drop-down lists – clearer to use • Improved “look and feel” • Standardised fonts • Photos of key staff 	Jul 2014	ED/MW	
	Publicise website more widely <ul style="list-style-type: none"> • Surgery • Facebook • Leaflet 	July 2014	ED/MW	
	Information on website to include <ul style="list-style-type: none"> • Mental Health support • Carers • Latest research for common conditions • Links to related service providers 	July 2014	ED/MW	
Social Media	Publicise FB page more widely <ul style="list-style-type: none"> • Surgery • Website • Leaflet 	July 2014	ED/MW	