Appendix B

Patient Participation Listening Practice Incentive Scheme - Service Improvement Project Template

Service improvement Project Area 2	**Imroving Access-by making more appointments avaliable**	Apr-16	Mar-17	Owner Signatures (includes a member from the Practice and PPG representative(s)

No.	Plan	Months	April	May	June	July	August	Septembe r	October	November	Decembe r	January	March	April	Q1	Q2	Q3	Q4	Progress Notes
1	Questionnaire on priorities														completed				Items 1,2 and 3 are completed
2	Review of DNA rates														Completed				
3	Action plan on DNA RATES															completed			
4	Review of DNA rates																completed		
5	Remedial action id needed																	completed	Items 4,5 and 6 will be completed in Q3/4
6	More appointments																	completed	
7	Review of timetable and																completed		achieved
8	Publicising the project																	completed	Ongoining throughout the project
9	Review of timetable and revising options																		New timetable agreed with patient input and ready for implimentation
10	New Timetable in place																		

From April

Completed phases

These cells need to be expanfded to see the action notes

Action Phases

Patient Participation Listening Practice Incentive Scheme - Service Improvement Project Template

Service improvement Project Area 2	**Improving Access sign posting**	Apr-16	Mar-17	Owner Signatures (includes a member from the Practice and PPG representative(s)

No.	Plan	Months	April	May	June	July	August	Septembe r	October	November	Decembe r	January	March	April	Q1	Q2	Q3	Q4	Progress Notes see note re landlord
1	Questionnaire on priorities														complete				
2	Order signposts														done		arrived		
3	Review corridor sign														completed				There is a long delay in getting work
4	Agree implimentation with																		this maybe delaiyed due to external issues
5	New signposting in place																		
6	Primarry Care Navigator																		achieved
7																			
8	Primary Care navigator in																		achieved