

<p>2. Set up a process to record incoming telephone calls</p>	<ul style="list-style-type: none"> • Calls will be recorded for legitimate reasons including training, & audit purposes, providing all reasonable steps are taken to inform patients • Call recording will help improve patients who abuse staff members • Chosen provider will deliver service, and train staff 	<p>Practice Manager</p> <p>Patient Reference Group Member</p>	<p>Supplier Enquiry w/c 6.2.12</p> <p>Operational aim April 2012</p>	<p>September 2012</p>
<p>3. Develop online repeat prescriptions</p>	<ul style="list-style-type: none"> • Manage repeat prescriptions conveniently online to save time and unnecessary trips to surgery • Source online service to allow patients to safely request, order and collect prescriptions – quick and effective to set up & patients gain more control and convenience • EMIS access? 	<p>Practice Manager</p>	<p>EMIS Enquiry w/c 6.2.12</p> <p>Operational aim June 2012</p>	<p>2012/13 Patient Survey</p>
<p>4. Develop online appointments booking service</p>	<ul style="list-style-type: none"> • As an alternative to booking appointments via reception, we plan to develop an online booking system. • We hope this service will be more convenient for patients, and also give reception staff more time to deal with other enquiries • To increase the ease of booking appointments at the surgery, we aim to add this new system to allow patients to book appointments online in 2012/2013 	<p>Practice Manager</p> <p>Patient Reference Group</p>	<p>September 2012</p>	<p>March 2013</p>