

Action Plan March 2015

Action Required	Costs	Time Scales	People Involved	Priority
To have late evening appointments for patients who are working.	Increase of staff hours	01.04.2015	All Staff	High
To have advance appointments, up-to 2 weeks ahead.	N/A	Completed	All Staff	High
To change existing call answering system.	Software Service Staff	3 – 6 months	All Staff	High

The Annual PPG Report and Action Plan was published and uploaded to the practice website;
www.torridonroadsurgery.co.uk on March 2015.