**STOKE ALDERMOOR MEDICAL CENTRE**

**DR P AGGARWAL**

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| **Local Patient Participation Report 2011/12** |
| **Update on Patient Participation Action Plan 31st January 2012****Booking Appointments**EMIS Web (our patient electronic recording software) was installed in July 2011. It has a facility built in to allow patients (who have applied for access) to access the system allowing them to book appointments in advance on line. EMIS Web has encountered many problems in the last year regarding this facility and it was agreed with PRG that Stoke Aldermoor Medical Centre will only start this service when there is enough evidence that the system is robust and without problems. We will then inform all our patients so people wishing to take up can apply to the Practice.**Automated Arrival Machine**This was looked into and again there were problems with integration/link up with our computer software. Cost of machine and maintenance costs found to be very high. It was agreed with PRG to put this on hold for now. It was generally agreed that the human touch was better! The system of reporting to reception on arrival was more friendly and allowed patients and staff to get to know one another. PRG thought the money could be better spent in investing in a device that displayed messages for example Flu vaccinations, appropriate use of A&E services and importance of Travel vaccinations in preventing diseases. **Communication with Patients using Texts**, It was felt by the PRG that the public in general need to be aware of informing the Surgery when phone numbers changed for this to be effective. It was noted parents often give their mobiles to their children and thus message may not get to the right person. More work to be done on this before it can be implemented. |