

WHAT	HOW	WHEN	WHO
Implement on line booking of appointments and prescriptions to reduce phone calls to practice which will make it easier for other patients to get through	Use System One process	End of April 2013	Zoe Forrest
Employ Nurse practitioner on Thursday AM to allow Dr Bailey to do intensive case mangement to see high demand patients.	Employ Nurse practitioner	End March	Andy Slater