

Audit Conducted:	Urgent Care Centre Consumer Forum Action Plan
------------------	---

PROGRESS KEY		not due to commence
		no progress/worsening
		some progress, but risk/delay
		progress on track
		complete

Rec #	Recommendation	Priority Rating	Action	Comment/Status	Progress	Estimated Completion Date	Responsible Person
1	Clear signage for improved direction in waiting room	High	Review current signs in waiting room.	All signs in UCC reviewed with the view to minimising signs for optimal outcome.		May 2015	Manager Acute Services Nursing Supervisors
2	Clock in waiting room	Low	Purchase and install clock	Requisition for clock in process		Complete	Manager Acute Services
3	Clarification of medical centre charges	High	Simplify medical centre poster to enable patients to understand that the AMC is a private practice who will charge fees	Completed		May 2015	Manager Acute Services Nursing Supervisor
			Develop an information brochure. This brochure will not only be available in UCC, but also at the medical centre	Completed		May 2015	Manager Acute Services Nursing Supervisor
4	Community education	High	Media, EGHS website and through the UCC waiting room and medical centre	Discuss with EGHS Community Liaison Officer.		Complete	Manager Acute Services