

Patient Survey Action Plan 2014-15

Action Point	Input Needed	Action	Target date	Achieved
Training of Receptionists	Ongoing staff development through appraisal process.	Appraisals undertaken Mar 14	1.12.14	
Surgery and Clinic Times	Clearly define surgery and clinic times of doctors and nurses. Clarify how to book an appointment.	Publicise via practice leaflet, patient newsletter and webiste.	1.12.14	
Waiting times to see a clinician when previous patient has left	Doctors to clarify why surgeries may run late and why there can be a short delay before the next patient is called in.	Dr Ferguson to write an article for the PPG newsletter	1.12.14	
Communication of delays to patients	Arrival screen (which clarifies delays in surgeries) to be replaced. Reception staff to be reminded to communicate all delays to patients on arrival. Reception staff to be asked to communicate with patients in the event of an emergency (delays).	Arrival screen replaced Dec 13 Update at staff training session. Update at staff training session.	1.12.14 1.12.14 1.12.14	1.12.13
Provide In-House Phlebotomy Service funded by Windsor, Ascot and Maidenhead Clinical Commissioning Group (CCG)	Dr. Ferguson (Lead GP for Pathology) to take this feedback to the Clinical Leaders of the CCG	Dr Ferguson to take this forward	1.12.14	
Follow up of Blood Tests requested by GPs or consultants	Doctors to clarify that patients need to follow up all blood tests/tests, whether carried out at the surgery or at the hospital.	To be publicised in-house/on website/in newsletter/in practice leaflet.	1.12.14	
Improve services for the hard of hearing (especially re tannoy)	Protocol to be developed for patients who have hearing difficulties. Assessment of premises to be undertaken around hearing issues Hearing loop provision for first floor to be investigated.	Partners/PM to develop protocol Company to be engaged to undertake assessment. PM to investigate provision.	1.12.14 1.12.14 1.12.14	

Premises in Wraysbury	Partners to provide update on status quo.	Partners to advise patients of current situation.	1.12.14	
Provision of clocks in waiting areas	Partners to be approached to provide clocks for patients in the waiting areas.	Partners have agreed to this - PM to buy and install clocks	1.12.14	
Tidy up noticeboards and provide new board for PPG use	PM to organise tidy up of existing noticeboards and purchase new board.	Boards tidied Feb 2014 New board purchased - for installation	1.12.14 1.12.14	10.2.14