

## Patient Survey Action Plan 2013-14

Action Point	Input Needed	Action	Target date
<p><b>Appointment System</b> Review clinical staffing levels, including ways of increasing appts</p> <p>Review appointments system - ability of pts to book further ahead</p> <p>Proportion of pre-bookable/same day appts to be reviewed</p> <p>Review bottleneck for pre-bookable and same day appts from 8.30-9.30am</p> <p>Review access to extended hours appts for working population</p> <p>Appointment length - advise patients that single appts are for single issues and of the availability of double appts.</p>	<p>Additional clinical staff 2 x Salaried GPs to be recruited</p> <p>Baseline audit to be undertaken - March 2013 Booking intervals to be reviewed.</p> <p>As above</p> <p>Consider staggered release of appts</p> <p>Appointments flyer to be produced once appts system has been reviewed and changes implemented.</p>	<p>Adverts placed for salaried GPs Interviews undertaken. Appointments being confirmed.</p> <p>For discussion at Partners Mtg</p> <p>For discussion at Partners Mtg</p> <p>For discussion at Partners Mtg</p> <p>For discussion at Partners Mtg</p>	<p>Jul-13</p> <p>Jul-13</p> <p>Jul-13</p> <p>Jul-13</p> <p>Jul-13</p> <p>Aug-13</p>
<p><b>Waiting Room</b> Purchase a location board for the downstairs Waiting Room advising patients where clinicians are working.</p>	<p>KH to review what is available and report back to PPG. KH to liaise with partners around cost.</p>		<p>Sep-13</p>
<p><b>Waiting Times at the Practice/Punctuality</b> Remind Reception staff to advise patients of delays. Prepare a newsletter article to explain why surgeries sometimes run late and the importance of punctuality.</p>	<p>KH to reinforce importance of good communication. PPG/KH to liaise and write article.</p>		<p>Jun-13</p>
<p><b>Patient Communication</b> Produce a leaflet for patients to explain blood and urine tests and x-ray procedures and the need to follow up results personally.</p>	<p>KH to liaise with clinicians and produce leaflet.</p>		<p>Oct-13</p>

<b>Zero Tolerance and Mutual Respect</b> NHS Zero Tolerance policy to be reinforced to patients. Results of patient survey to be shared with practice team and the importance of excellent customer service to be reinforced.	Article for patient newsletter. Ongoing customer service training with admin staff.	KH to maintain current training programme.	Sep-13
---	--	--	--------