

Patient Participation Report 2014 - 15

Action Plan

No.	Action	Detail	Deadline for completion	Responsible Person	Status	Comments
1	To continue working on identifying ways in which an improved service can be offered to those patients wishing to book appointments or contact the practice via telephone.	a) Continue to meet with BT Account Manager / Telephone Communications Company to look at options for further automation of current telephone system and to explore more effective system for new premises.	Ongoing	MH / DT	Will remain ongoing until move.	
1.1	Ensure a more effective telephone system is installed in the new premises.	b) Revisit deploying staff to answer the telephone during busy periods i.e. 0800 - 1000 Monday - Friday.	30th June 2014	FW / DT		
1.2	To look at alternative ways in which telephone calls / patients presenting can be managed to reduce queues / waiting times at reception.	c) Continue to and, where necessary free up front desk reception staff to deal with patients presenting at the practice.	30th June 2014	FW / DT		
2	To continually review the availability of pre-bookable appointments either in advance or on the day and build in additional capacity where required.	a) Undertake further analysis of capacity and demand.	30th June 2014	SN	Completed	
2.1	To review the weekly appointment schedule to identify opportunities for offering further late nights.	b) Compare against current rota system and identify shortfalls / opportunities.	31st July 2013	SN / MH	Completed	
		c) Look at distribution of pre-booked, book on the day slots and adjust appointment books accordingly.	31st July 2014	SN / MH	Completed	
		d) Increase capacity where required.	31st July 2014	SN / MH	Completed	
3	To enable members of staff to deal effectively with patients via ongoing learning and development.	a) Comments, complaints etc to continue to be shared with staff at Team Meetings and identify lessons learned.	Ongoing	MH	Will remain ongoing.	
		b) All members of the Reception Team to undertake relevant Customer Services based training.	Ongoing	DT	Will remain ongoing.	
4	Information on likely waiting times (especially where clinics are running late) to be regularly updated and given to patients as they present.	a) Healthcare Practitioners to inform Reception staff of any delays.	Ongoing	SN / FW	Will remain ongoing.	
		b) Patients to be routinely informed of any delays.	Ongoing	SN / FW	Will remain ongoing.	
5	To continue to develop on-line services such as prescription requests, self help videos and information resources that patients can access either on or off site.	a) Practice website to be publicised to patients.	Ongoing	MH	Will remain ongoing	
		b) Additional services to be explored and developed.	Ongoing	MH	Will remain ongoing	
		c) Additional services to be publicised to patients.	Ongoing	MH	Will remain ongoing	
		d) In-house electronic information point to be established.	Ongoing	MH	Will remain ongoing	
6	To identify ways in which appointments can run to schedule and therefore reduce waiting times to see Healthcare Professionals whenever possible.	a) Discussion to take place with Healthcare Practitioners during a Clinical meeting to identify ways in which appointment schedule can be met and maintained.	30th April 2014	MH		
7	To determine the feasibility of recruiting additional staff pre-move.	a) Determine whether current compliment of staff could be used more effectively to meet service demands.	30th April 2014	MH		
		b) Room availability to be scrutinised to identify whether additional staff could be accommodated pre-move.	30th April 2014	MH		
8	To further promote 'Doctor of Choice' to patients when booking appointments.	a) Patients to be asked when booking appointments who their preferred Doctor is and whether they would like to see them as opposed to any Doctor.	30th April 2014			
9	To continue to conduct at least 1 survey a year which the PPG will be responsible for in terms of identifying the topic of the surveys.	a) Proposals for topics to be included in survey's to be sought and discussed at PPG meetings.	31st August 2014	MH / Chair of the PPG		

	b) Virtual members to be included in the communication.	31st August 2014	MH / Chair of the PPG		
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