|  |
| --- |
| **Details of the action plan setting out how the finding or proposals arising out of the local patient survey that can be implemented.**  (Component 5) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Findings / Proposals or PRG Priority Areas** | **Action to be taken**  (if no action is to be taken provide appropriate reason) | **Lead** | **Timescale** | **Progress** |
| **Telephone access to Doctors via the telephone .** | **The list of available times that patient’s can access the Doctors and nurses will be advertised in the practice notice boards.** | **Sue Bryson** **, practice manager** | **1 month** |  |
| **The access to a GP for an appointment at the surgery** | **Patients can choose who they make an appointment with. Reception staff to make patients aware that they can see other Doctors if a particular GP are booked .There is a protocol on all reception desks besides the telephones for staff to follow-There has been training on this protocol and will continue with regular updates.** | **Sue Bryson and the Doctors** | **completed** | completed |
| **Telephone access we are still not achieving any increase in patient satisfaction and remains to be the main concern for patients in the survey.** | **All reception have had a refresher training session but this will continue at regular intervals. The practice manager will now do weekly audits and share will staff. The staff will continue to answer telephones promptly. The member of staff on the front desk will still answer the phones along side the other members of staff in the back reception office when there is no queue.** Staff training will be refreshed shortly. | **Sue Bryson** **, practice manager** | **1 month**  **Ongoing training** |  |
| **Patients and the PPG would like the practice to advertise t any new developments in the waiting room.** | **The practice manager will set up an area on the notice board for any new practice developments to keep patients informed.** | **Sue Bryson, practice manager** | **completed** | completed |
| The waiting times at the surgery before the Doctor calls to see the patient | The survey showed this had improved but all staff have been instructed to keep patients aware of any delays that occur in surgery | Sue Bryson practice manager | completed | completed |