

Action Plan

Describe the area in which you achieved what the PRG wanted

You said

More appointments

we did

Walk and wait at the end of surgery

the result

Not many patients are willing to wait, they are still offered appointments which are unlimited depending on the urgency seen by any doctor who can fit in patients

Problem of queuing at reception

Software for checking in has been installed in place since august 2013

Shorter waiting times, some patients still have problems and check in at reception or ask help for help

Receptionists in need of support, stress and abrupt behaviour have a negative effect on patients care

More meetings for receptionist this past year
2 receptionists at the desk morning and evening

Feedback from receptionists is equivocal, stress seems part of the job
Receptionists will be going on a course on patient communication and care, date already in place

Development of a Practice website ability to give feedback on health professionals

This is in place since Apr-13

No feedback on this website, more on the NHS website average rating, comments about reception mainly

There is a long wait for answering the telephone

Two receptionists in place in the morning and afternoon
certain administrative tasks could be carried out by volunteers,

This task seems to have been left behind
The PRG have not been able to recruit volunteers

Recruiting Volunteers

Disability parking

One of the members was due to negotiate this with the council

In progress

Electronic appointments

This is now active, patients require an ID and password

In the early stages, little used at present
the current system is to run parallel

ACTION PLAN FOR 2014 2015

In Hours delivery of care

Patients attend A/E when there are no appointments available.
This is not always the best for patient care

A doctor will be in place in rotation with other member practices to deliver this service
There will be triage and patients will be seen in hours in order to save NHS resources

Electronic prescriptions

This is in place but in the early stages

Plan to use pharmacists locally and those of patient choice

IPLATO contact with patients
This is an electronic method of reminding patients of their appointments and recalling them.

Already in place, but needs to be used more effectively

All staff members to be involved and learn how to use this tool