

Action Plan for Salters Meadow Centre 2014

as agreed by the Patient Participation Group based on the results of the last Annual Patient Feedback Survey:

1) Phone services:

The practice will try to reduce the strain on their phone lines at peak time by actively seeking to sign up the 20% of patients who would prefer to book their appointments by internet rather than phone. The practice will also look into alternative ways to structure the phone services - maybe a dedicated appointment line in the mornings or an option, where people can leave a number to be called back on (only for non-urgent issues, obviously).

Time frame: 12 months

2) Reception services:

There have been a few complaints about rudeness by reception staff. The practice will arrange for extra training to address this issue and to increase patient focus. The practice will also use quality control to address the concerns.

Time frame: 6 months

3) Appointment system:

The Practice will review the handling of requests for urgent appointments and try to reduce - where possible- the amount of surgeries running late. The practice will also review and improve the way in which late running surgeries get communicated to patients when they do occur.

Time frame: 6 months