| Area | Action Required | **Timescales** | **Success Criteria/ Measured By** | **Date Completed** | **Current Position/Comments** | **Lead** |
| --- | --- | --- | --- | --- | --- | --- |
| Reception | To work with the Reception Team to provide a more customer focused service | Qtr 4 2013 | Improved empathy and friendliness. Measured by new questionnaire Qtr 4 |  | 2/13 to provide a more ‘customer focused service’ will form part of the objectives for all reception appraisals’  9/13 Receptionists continue to receive regular training sessions on PLT days, focusing on customer awareness and attitudes  **12/13 we have invested in a new web based training programme operated by Bluestream which will assist with training all staff** | GJ |
| Telephones | Following the implementation of a new telephone system we now need to use data which has only just become available to identify the specific requirements of the new dedicated telephone team | Qtr 3/4 2013 | Patients can get through to the practice more quickly, less waiting time. Reduce/ avoid engaged signal. measured by new system and questionnaire Qtr 4 2013 |  | 9/13 GJ working with the Reception Supervisor to analyse the data collected to better match demand. Also investigating with the system suppliers how we can improve the way the system deals with calls  **12/13meeting with the MD of the suppliers and a Samsung (operating system) rep. We are continuing to make changes to improve the system. Samsung are putting forward a business case to their H/O to use us as a test case and put newly developed equipment in. In the meantime we are recruiting two new receptionists. We are also investigating ‘Patient Partner’ which allows patients to make appointments via an automated booking service.** | GJ |
| Appointments | Following implementation of the new Dr First Appointments system we need to continue to review and change to improve the service available to patients. | Qtr 3 2013 | Patients able to get the appointments they want more quickly. Measured by new questionnaire Qtr 4 2013 and reduction in adverse comments on NHS Choices website |  | **9/13 First discussion with PPG re Patient Questionnaire**  **12/13 will need to go with the GPAQ questionnaire because of the workload of the in house one. Whilst there is an increase in the number of NHS choices comments. There are a significantly (60%) more positive comments about the new appointment system.** | GJ |
| Appointments | We also need to educate patients as to how the new system works | Qtr 3 2013 | As above |  | **12/13 Whilst this is difficult to quantify we will continue to monitor and will review the upcoming patient questionnaire** | GJ |
| Doctor Availability | Whilst we have seen a dramatic improvement 59% 2012 to 88% 2013 we need to improve further on this | Qtr 3 2013 | Patients able to get the appointments they want more quickly. Measured by new questionnaire Qtr 4 2013 |  | **12/13 await results of questionnaire commencing end of December beginning of January** | GJ/MS |
| Premises | Need to have a Children’s toy area | Qtr 2 2013 | Measured by comments in Qtr 4 2013 questionnaire |  | **7/13 Discussed with PPG at last meeting pro and cons. RC to do further research but may wait to see what the response to next questionnaire is**  **12/13 still reviewing will wait feedback from latest questionnaire** | GJ |