| **Area** | **Action Required** | **Implementation method** | **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.  To reduce the length of queues at the front desk | Training sessions for all receptionists and more focus on this aspect of the role for new starters during their induction  Review the peaks in demand compared to staffing levels | Qtr 4 2013 | Improved Questionnaire results  Visible reduction in queues |  |  | GJ/MS |
| Telephones | We need to improve our telephone system | Review the peaks in demand compared to staffing levels  Implement Voice Connect automated booking line – available 24/7  Promote SystmOnline (online booking of doctors consultations) to reduce the demand on the phone lines | Qtr 3/4 2013 | Patients can get through to the practice more quickly, less waiting time, reduction in complaints and negative comments  Better flow of calls throughout the day demonstrated via the phone system data |  |  | GJ/MS |
| Appointments | Make clear that patients can see doctors face to face if required  Improve online booking for consultations | Review information currently available to patients via our website and booklet.  Create a presentation to be displayed via the flat screens in the waiting room  Promote SystmOnline and make registering more accessible | Qtr 3 2013 | Reduction in complaints  General increase in satisfaction from the patients  Increased numbers of patients signing up for SystmOnline  Increase in the number of appointment slots booked via SystmOnline |  |  | GJ |

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## Notes

* The analysis of the Local Practice Survey and the above action plan have been discussed and agreed at a Practice Meeting
* It was further discussed with the Patient Participation Group, at a meeting on Tuesday 18th March 2014. (see minutes attached)
* High level details of the results of the Local Practice Survey will appear in the Spring edition of the Patient Newsletter (to go out shortly) together with details of how to obtain a copy of the report
* There are notices in the waiting rooms advising patients that they may have a copy of the report on request