**Lozells Medical Practice**

**ACTION PLAN BASED ON PATIENT SURVEY RESULTS 2015 – 2016**

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| **ACTION** | **TASK** | **TIMELINE (By when)** |
| To improve waiting times before consultation | Staff to give appointment times to patient instead of waiting at the Practice when they come as emergency  Increase use of online booking  Patients should be reminded that they have 10 min appointment  Continue to educate patients of pharmacy 1st for minor problems  Staff to educate patients to book appointments instead of walking in for ongoing problems  Telephone triage availability by leaving their details & Dr to call back  Practice to direct patient to Summerfield Walk In Centre if no appointments available | To continue  To continue  Ongoing  Ongoing until reviewed by CCG  Ongoing  Ongoing  Ongoing |
| Improve ability to get through to the practice via phone | Practice has increased online booking of appointment and online repeat prescriptions to help free telephone line & practice to continue to advertise this  One receptionist at all times answering calls with back up from 2nd receptionist when it is busy on Mondays & Fridays  2nd telephone line has been given to housebound patient and patients with care plans for easy access  Practice looking into new telephony system which incorporates a call queuing system & automatically diverts to out of hours provider | Ongoing & poster in waiting area  Ongoing  Ongoing  Ongoing and looking into improving further |