

Action Plan for Long Lane Surgery's March 2012 Patient Survey as agreed by the PPG.

Action	Resources	Who	Timescale
Phone lines to open over Lunchtime	Recruitment of new receptionist to ensure adequate staffing is available to offer this service. Advertising, interviews and appointment, training and notification to the Out Of Hours telephone handling company.	RS	Approx 4 months.
Able to book appointments 2 days in advance.	GP's to meet to look at appointment system 26/4/12 this will be included when discussions take place to try and 'tweak' the system to make this action easier.	All GP's	27/4/12
Not receiving an explanation as to why patient had to wait.	Two stage process, receptionists to be more aware of GP's or Nurses running behind time and explain to patients. GP's and Nurses to ensure if they are running late to apologise to patient.	All	GP Meeting & Staff Meeting
Surgery opening times to be publicised more.	Quarterly newsletter created and written by the PPG covering opening times but also featuring news and information about the surgery.	MS/PK/RS	8 Weeks
Clinical Survey	A further survey to take place focussing purely on the clinical team – GP's and Nurses to complement the existing Practice Survey.	PPG/RS	TBC