

Long Lane Surgery Action Plan 2013/14 from Patient Survey		
Question	Action	Who
Q9,Q10 – Receptionist helpfulness & Length of time waiting for GP.	Organise training session with reception team looking at best practice for advising patients when a Doctor is running late. Also review helpfulness results with the team and look at ways of improving service to the patients.	AS/NR
Q7 – Seeing a specific Doctor	Trial system with GP's with patients who have got an on-going condition that would benefit from having 2 named Doctors for that specific condition with reception trying to book with one of those specific Doctors if the issue is related to that condition.	AS/NR
Q11 – An explanation for why you were kept waiting	Change wording to an apology. It was felt that 'an explanation' was the wrong wording.	AS/NR
Q10 – How long do you have to wait	Look at an integrated system that works with both the patient check in screen and the clinical system that advises patients automatically how long the wait is for specific Doctors & Nurses like the systems in Accident and Emergency and implement when the systems need replacing	AS/NR