**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 emergencyIncrease use of online bookingPatients should be reminded that they have 10 min appointment Continue to educate patients of pharmacy 1st for minor problemsStaff to educate patients to book appointments instead of walking in for ongoing problemsTelephone triage availability by leaving their details & Dr to call backPractice to direct patient to Summerfield Walk In Centre if no appointments available | To continueTo continueOngoingOngoing until reviewed by CCG OngoingOngoingOngoing |
| 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 thisOne receptionist at all times answering calls with back up from 2nd receptionist when it is busy on Mondays & Fridays2nd telephone line has been given to housebound patient and patients with care plans for easy accessPractice looking into new telephony system which incorporates a call queuing system & automatically diverts to out of hours provider | Ongoing & poster in waiting area OngoingOngoingOngoing and looking into improving further |