

Patient Survey 2016
Action Plan

We discussed the results with our PPG and together we agreed an Action Plan for three areas:

Waiting area: because of pending redevelopment of our premises some of the suggestions i.e. redesigning the reception desk to improve privacy and provision of a baby feeding room are not feasible at present but will be taken on-board in the design phase of any redevelopment. In the meantime we have taken steps to re-cover seating and improve the display of posters and information.

Telephone calls: some patients commented on the length of time it sometimes takes for calls to be answered. Our switchboard is extremely busy and we have to be mindful of staff costs but we have increased one of the part-time Reception roles by 30% to try and alleviate the problem.

Length of Appointments: we currently operate 12 minute appointments, although some are significantly longer e.g. for complex long term condition reviews. The Partners are currently reviewing the financial viability of increasing appointment times. This would have a knock-on effect on staff costs. No decision has yet been reached.