

Action Plan following patient survey – Access to GP Services June 2015

Area for Improvement	Actions Required	Responsible Person(s)	Time Frame	Achieved	Comment
Online Patient Access for appointment booking	Identify number of patients currently registered for Patient Access	Deputy Manager	≤ 2 months from audit date	Yes	Report completed
	Review current online booking usage	Senior Receptionist	≤ 2 months from audit date	Yes	Patient Access appointments are not being fully utilised and are being converted back to booked appointment slots on the day when not used.
	Subject to outcome of above analysis – aim to increase appointment availability by 100% for each GP / day	Deputy Manager /Senior Receptionist	≤ 3 months from audit date (depending upon above analysis)	No	Current take up of online booking remains relatively low.
	Review appointment take up / conversion rate of patient access to book on day.	Deputy Manager /Senior Receptionist	≤ 3 months and then ongoing	Yes	Online usage continues to be monitored
Patient Access – extended hours	Increase extended hours sessions with GPs	Practice Manager / GP Partners	≤ 2 months from audit date	Partial	Oncall GPs are available until 6.30 during the weekdays for patients working in the day time. At present we are unable to increase the extended hours sessions beyond the current rotas due to limited

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					availability of GPs following the recent departure of Dr. De-Stefano. We will continue to monitor feedback and consider options for further improvements as we build
Telephone Message	Review and amend introductory message	Practice Manager	≤ 2 months from audit date	Yes (partially)	We have shortened the message on the enquiry line and are currently reviewing the message on appointment line
Patient Confidentiality	Remove seating from outside lower ground floor clinical treatment room	Practice Manager	≤ 2 months from audit date	Yes	Seats have been removed and patients are advised to sit in the main reception area and wait to be called
	Create a dedicated area for patients to speak with the receptionists in private away from the main reception area	Practice Manager	≤ 3 months from audit date	Yes	Area has been created following alterations to receptionists' area
Patient access to clinical treatment rooms	Creation of ground floor level treatment room by converting existing manager's office and relocating office within the building	Practice Manager	≤ 6 months from audit date	Yes	Conversation has been completed and a ground floor level treatment room has been created.