

STANDISH MEDICAL PRACTICE

PPG QUESTIONNAIRE ACTION PLAN FEBRUARY 2014

1. OPEN SURGERY

- To look at feasibility of second check in terminal on the front desk to reduce queuing times & extra staff hours. Action by Mrs O'Brien.
- To look at adding some morning appointments to reduce waiting times, manpower willing, but continuing with some GPs in open surgery to maintain access.

Action SMP

2. APPOINTMENT BOOKING ON LINE

- To commence on line appointment bookings when technical issues resolved.

Action SMP

3. MONITOR DISPLAYS

- The information on the displays has recently been extended and changed.
- To follow up requests to CCG re more health promotion material for display.

Action Dr Hall

4. REPEAT PRESCRIPTIONS

- Information to be given to all patients regarding alternative ways to order prescriptions. Action Dr Hall
- Repeat prescription service on line when technical issues resolved.

Action SMP

5. TELEPHONE SYSTEM

- To look at feasibility of system telling patients their number in the queue.
- To look at extra staff hours to reduce waiting times.

Action by Mrs O'Brien

6. PROVIDE PATIENT FEEDBACK

- To provide written feedback in surgery & on the website.

Action Dr Hall