

Patient Reference Group Action Plan 2013-2014

Objective	No.	Actions	Raised by	Owner	Review Date	Progress	Comments
1. Opening hours - Patients commented that they would like the surgery to be open earlier and later in the day including Wednesday afternoon.	1.1	# Publicise extended hours clinics	Patients / PRG	ALL Staff	06/06/2013	Completed	<p>UPDATE: 07.03.13 1.1: It is already possible to book appointments from 7.30am and up to 7.30pm on certain days. Extended hours surgeries to be publicised in reception and on the website.</p> <p>UPDATE: 06.06.13 1.1: Extended hours advertised on the website, in patient packs and leaflet. PRG suggested to be added to the notice boards. 1.2: Opening hours to be reviewed via Survey see action 6.</p> <p>UPDATE JULY 13 1.3: Survey results emailed to the PRG for review and decision. It was agreed that opening hours should be amended to include opening Wednesday afternoon. New opening hours agreed were 8-6 Monday to Friday in addition to extended hours as per survey results.</p> <p>UPDATE 19.09.13 1.4: New opening hours commenced 1/9/13. 1.5: Survey to take place to review Nov 13 - see action 7</p> <p>UPDATE 12.12.13 1.5 survey results shared with PRG. it was agreed new hours to continue. Action Closed</p>
	1.2	# Investigate the need for Wednesday afternoon opening through a survey		ALL	19.09.13	See action 6	
	1.3	# Review Results		Surgery/PRG	31.07.13	Completed	
	1.4	# Make amendments		Practice	19.09.13	Completed	
	1.5	# Review		ALL	12.12.13	Completed	

3. Appointment System - Complaints received regarding length of time waiting for routine appointments	3.1	# Review GP staffing levels	Surgery, Patients, PRG	RH/Partners	07.03.13	Completed	The practice has been running one GP short since December 2011, despite their efforts to recruit a new GP. UPDATE: 07.03.13 3.1: the practice have advertised for new GP's, interviews are to take place later this month. 3.3: Wednesday afternoon opening to be considered. UPDATE 06.06.13 3.2: Dr Keeling started May 2013, another Dr is due to start at the end of the year. 3.3: Dealt with under action 1.0 Opening hours UPDATE 19.09.13 3.4: Release dates changed for book ahead appointments. Following survey results sit and wait clinic started 1/9/13. 3.5: Survey to take place to review Nov 13 questions agreed in meeting - see action 7 UPDATE 12.12.13 3.5 this was raised n in the survey even though wait times have reduced from 8 to 3 weeks. Sit and wait clinic working well for emergency appointments. It was agreed that this should be reviewed again in 2014.
	
	3.2	# Recruit new GP's	PRG	RH/Partners	06.06.13	Completed	
	3.3	# Review opening hours#.....	ALL	12.12.13	See action 1.0	
	3.4	# Review how appointments are offered	Surgery	RH/MF	19.09.13	Completed	
.....	
3.5	# Review	Surgery, Patients, PRG	ALL	12.12.13	Ongoing		

<p>4. Reception - Getting through on the phone</p>	<p>4.1 4.2 4.3</p>	<p># Review staffing levels # Review number of lines into practice # Review</p>	<p>Surgery, Patients, PRG</p>	<p>RH/Partners RH/Partners ALL</p>	<p>19.09.13 12.12.13 12.12.13</p>	<p>Completed Completed Completed</p>	<p>UPDATE: 07.03.13 4.1: The practice has recruited a new member of staff to help receptionists manage the increasing number of calls. UPDATE 06.06.13 4.1: Two more apprentices have been employed to provide more resource to the phones. 4.2: Two new lines ordered 4.3: Survey for improvemnets see action 6 UPDATE 19.09.13 4.3: results of survey show improvements to be reviewed Nov. UPDATE 12.12.14 4.2 New lines fitted 4.1 apprentices in place. 4.3 Survey shows improvements. PRG agreed to close action.</p>
<p>5. Parking - Lloyds delivery Vans still using disabled spaces</p>	<p>5.1</p>	<p># Richard to speak to Lloyds</p>	<p>PRG</p>	<p>RH</p>	<p>06.06.13</p>	<p>Completed</p>	<p>UPDATE 06.06.13 5.1: Richard has spoken to Lloyds, improvements have been seen. PRG agreed for action to be closed</p>

6. Survey 1.0	6.1 6.2 6.3 6.4	# Agree Questions with PRG # Produce & distribute survey # Collate results # Share results	Surgery / PRG	ALL MF MF MF/RH	06.06.13 31.07.13 31.07.13 19.09.13	Completed Completed Completed Completed	<p>UPDATE 06.06.13 6.1: Survey questions agreed with PRG during meeting.</p> <p>UPDATE JUNE 13 6.2: Survey produced and distributed to the online PRG, added to the website and walk in patients.</p> <p>UPDATE JULY 13 6.3: Results collated and report produced (see report for further information). There were 209 responses, the majority agreed that we should amend our opening hours to include Wednesday afternoon opening. The new hours agreed were 8-6 Monday to Friday in addition to extended hours</p> <p>6.4: Results published on the website, available at reception and emailed to the online PRG.</p>
7. Survey 2.0 & GAPQv3	7.1 7.2 7.3 7.4	# Agree Questions with PRG # Produce & distribute survey # Collate results # Share results	Surgery / PRG	ALL MF MF MF/RH	19.09.13 30.11.13 12.12.13 12.12.13	Completed Completed Completed Completed	<p>UPDATE 19.09.13 7.1: Survey questions agreed with PRG during meeting.</p> <p>UPDATE November 2013 7.2 Survey produced and distributed to the online PRG, added to the website and walk in patients.</p> <p>UPDATE 12.12.13 7.3: Results collated and report produced (see report for further information).</p> <p>7.4: Results published on the website, available at reception and emailed to the online PRG.</p>