

ACTION PLAN FOLLOWING ON FROM MEETING OF REPRESENTATIVES OF THE PRG AND PARKLANDS SURGERY ON MONDAY 19 MARCH 2012

Issue		Action(s)	Who	When	Outcome
1	Appointment System	Piloting new appointment system Revised appointments starting Text appointment reminders Advertise doctors' working days On-line appointment booking Staff training for handling requests Out of hours access to patient data (Harmoni)	Management/Partners Management SC HW SC LH to ask ARCH	ongoing 1/4/12 1/4/12 1/4/12 3-6/12 1/5/12 30/4/12	
2	Telephone Answering	Review call-waiting system Advise patient best time to call	HW	3/12	
3	Receptionist's Approach	Customer focus training How to handle sensitive information hotspots	SC/LH outside training	3/12	
4	Reception/Waiting Room/Access	Review reception "soundproofing" layout Investigate disabled access question in next questionnaire	SC/HW/Partners SC/HW	30/4/12 6/12	
5	Service Developments	Feedback of test results to patients/copy letters – review payments Chiropodist visiting at surgery Mole Clinic GP specialist in Diabetes E-mail – appropriate contact with own GP	HW/SC	3/12	
6	Improving Future Questionnaires (response 2.19% of patients)	Topics in more depth Deeper analysis (ages)	PRG support	Oct 2012	
7	Car Parking	Advertise parking areas Look for space in residents' own parking for staff Await answer to requests to local council for extra road parking	Practice	3/12	
