

Flixton Road Medical Centre – FFT Action Plan (August 2025)

Theme	Feedback	Action	Responsible	Timeline	Monitoring
Access & Reception	Shutters closed at 8am; poor phone booking; receptionist attitude; unclear text reminders	Open doors by 7:55am; audit phone system; refresher staff training on courtesy & empathy; review text reminder wording	Practice Manager & Reception Supervisor	Sept 2025	Spot checks, call audits, patient feedback
Follow-up & Referrals	Missed blood test recall; inconsistent referrals	Audit follow-up system; introduce automated recall; referral log & tracking; staff refresher training	Clinical Lead & Admin Manager	Oct 2025	Monthly recall/referral audits
Waiting Times & Environment	20–50 min waits without updates; hot waiting room; loud radio	Reception to update patients after 15 min delay; adjust heating/ventilation; lower radio volume	Reception	Sept 2025	Patient feedback & quarterly surveys
Appointment Length	10 mins is not enough	Promote double appointments for multiple issues; staff reminders	Reception Team	Sept 2025	Spot-checks & FFT
Communication & Engagement	Patients want more engagement; poor staff tone	Refresher training on listening/empathy; promote 30 Sept health event; quarterly engagement sessions	Practice Manager /Assistant Practice Manager	Ongoing – next review Nov 2025	FFT results, event attendance
Admin Errors	Wrong sick note sent; feedback request after cancelled appt	Continue SEA process; ensure cancellations processed; refresher on data handling	Assistant Practice Manager	Sept 2025	SEA logs, IG compliance
Overall Review	—	Monthly FFT review; quarterly PPG progress report; full action plan update Nov 2025	Practice Manager	Ongoing	