Flixton Road Medical Centre

Action Plan – November 2025 Friends and Family Feedback Report

Theme / Area	Patient Feedback Summary	Actions	Owner	Timescale	RAG
Appointment Length / Access	Needed a 20-minute slot but only 10-minute slots available	• Reception staff to proactively ask patients if they require a double appointment. • Remind all staff of double-appointment policy.	Reception Manager	Dec 2025	Amber
PSA Test / Clinical Safety-Netting	Patient felt a PSA test should have been offered	Clinicians' to be mindful if patient need to discuss PSA testing. • Remind clinicians about clear safety-netting.	Clinical staff	Dec 2025	Amber
Reception Staff Attitude	Reception staff appeared grumpy / not welcoming	• Provide staff feedback. • Review of the reflection sessions.	Reception Manager/ assistant Practice manager	Jan 2026	Red
Communication About Tests	Patients not always informed about purpose of blood tests	• Ensure explanation of tests. • Reception to prompt follow-ups. • Add prompt to booking process.	All staff requesting blood tests	Dec 2025	Amber

Issue	Concern	Action	Responsible	Timescale	RAG
General Health Review Requests	Patient is unable to book a general health review	• Reinforce option for health review. • discuss update website and reception scripts.	Practice Manager	Jan 2026	Green
Clinician Communication Concerns	Reports of abrupt / condescending approach	• Provide clinician feedback. • Encourage reflective practice. • Promote empathetic communication.	All clinical staff	Dec 2025 + ongoing	Red
Reception Unprepared / Professionalism	Reception appeared unprofessional / unprepared	• Review morning procedures. • Provide coaching.	Reception Manager/ Assistant practice manager	Dec 2025	Amber
Late Opening / Operational Issue	Shutters opened late; systems not ready at 8:00 am	• Reinforce 7:55 am opening. • Monitor performance.	Assistant practice manager	Immediate	Red

RAG Rating Explanation (if you want this added to the document footer):

- **Red** – High-priority issue impacting patient experience/safety; requires urgent action.

- **Amber** – Medium-priority; improvements required but risk manageable.

- **Green** – Low-priority; action is enhancement rather than corrective.