Barnoldswick Medical Centre

Action Plan resulting from the Patient Survey 2014

The main areas of concern are as follows:

Reception area

It was felt that the size and layout of the reception window makes it difficult to hear confidential information from patients without being overheard from the main waiting area. A further problem is that a queue can build up very quickly as there is only room for one person at a time at the reception window.

It is proposed to develop the reception area so there is a much bigger window and reception desk, with reception staff present all the time. The changes planned also include a queuing system round the side to increase confidentiality. Once plans had been approved we would be looking to undertake this work in autumn 2014.

Later appointments

A survey had been carried out in practice which had been organised by the CCG to discover whether practices worked efficiently; this included timings of appointments, telephone calls and staff availability. Once these survey findings were reported on the practice would look at what needed to be changed, which may include providing additional evening appointments. We presently have two late night surgeries and also the doctors last appointments are 5.50 p.m. This work will be completed in July 2014.