

Action Plan 2013 – update on progress

What	Why	When	Who	Progress
Online booking of appointments.	This will free up the phone in the morning, and make it easier for people who struggle to phone in surgery hours	End of May 2013	Practice Manager	Done
Review the appointment mix – book on day and book in advance.	We currently offer a mix of pre bookable (up to four weeks in advance) and book on the day appointments. We will review the numbers of each, and also make some appointments available to be booked next day	End of May 2013	Practice/ Reception Managers	done
Review the number of appointments available.	The recommended number of GP appointments is 72 per thousand patients a week and we adhere to this. We will review this number once the above measures have been put into place.	End of August 2013	Practice Manager/ Partners	Triage system introduced

Other actions from comments:

What	Why	When	Who	Progress
Online ordering of repeat prescriptions	Convenient for patients and should stop clerical errors	End of May 2013	Practice manager	Done
Review parking	Several patients commented about parking issues. There is no scope to increase the number of spaces, but we will review	End August 2013	Assistant Practice Manager / Partners	Negotiating with landlords on markings. More staff parking on

	the ratio of patient : staff parking spaces and make the disabled bays clearer.			road and more patients being dealt with by phone has improved the situation
Friendliness of reception staff	Whilst the majority of you found the reception staff helpful and there were some very positive comments on the survey, there were a few negative comments and we will address this at staff training and monitor.	End May 2013	Reception Manager	Staff training completed
Attitude of doctors	Again, positive survey results but a couple of negative comments and this will be discussed with all doctors and monitored.	End May 2013	Practice Manager	Staff training completed
Privacy at Broomfield reception	We will endeavour to find a way to improve this	End November 2013	Practice & asst Practice Manager	We have not yet found a solution to this.