

Dishley Grange Medical Practice Survey

Action Plan 2013 14

Area for improvement/change	Resources and/or action required	Proposed Timescales	Who's responsible	Outcome/update
Access to buildings	Review access to each surgery by investigating options of push button key pads and/or electronically controlled automated doors	May - December	Practice Manager Partners	
Waiting times	Undertake appointment audits to identify reasons for surgeries running late and if appropriate review options for varying GP sessions times to allow additional breaks to 'catch up'	April - September	Practice Manager Partners	
Confidentiality at Reception	Extend waiting room posters and screens to advise patients they may ask the receptionist for privacy if required	April	Practice Manager	
Promotion of internet booking options	Extend awareness of internet booking options through internal promotion, all new registrations, newsletter, prescription messages & website	April - December	Practice Manager	
Promotion of extended hours surgeries	Review continuation of extended surgeries in the light of GP contractual changes 2013 14 and extend awareness through internal promotion, newsletter & website	April - December	Practice Manager Partners	
Promotion of pre-bookable appointments	Receptionists to consistently offer alternatives to patients wishing to book appointments to improve awareness of pre-bookable appointments. Promote in newsletter, in surgery and on website	April - December	Operational Manager	