

Dishley Grange Medical Practice Survey

Action Plan 2014 15

Area for improvement/change	Resources and/or action required	Proposed Timescales	Who's responsible	Outcome/update
Waiting times	Reconfiguration of GP appointment sessions, including provision of more regular breaks in surgeries	3 months	Practice Manager Partners	
Nurse appointment	Review of nursing activities, resource and succession planning, including consideration of alternative appointment methods	3 months	Practice Manager Partners	
Nurse appointments - on line booking	Review of Patient access enhancements in relation to specific slot types to include a trial of selected nurse appointments	6 months	Practice Manager Snr Administrator	
Getting through on the telephone	Continue and extend promotion in the benefits of internet appointment booking	6 months	Operational Manager Snr Administrator	
Getting through on the telephone	Reconfiguration of appointments to make a selection available for online booking at 0800 daily	3 months	Practice Manager	
Early weekday and Saturday morning surgeries	Continue and extend promotion of early morning and Saturday surgeries in reception, waiting rooms and newsletters	6 months	Operational Manager Snr Administrator	