

ACTION PLAN

Issue

“65% of patients find it difficult to get through to the surgery by phone”

Target

To increase the number of appointments booked online, the number of appointments booked using the automated appointment booking system, and the number of enquiries submitted using the Contact us online form on our website, by 5% by the end of September.

Plan

- Review (and amend where necessary) the comfort queue messages on the telephone system to ensure the alternate methods of contacting the surgery / making an appointment are effectively advertised.
- Add slides to TV screens and self-check-in kiosks advertising the alternate methods of contacting the surgery / making an appointment.
- Create a display in surgery advertising the alternate methods of contacting the surgery / making an appointment.
- Send text message to all patients signed up for the text messaging service advertising the alternate methods of contacting the surgery / making an appointment.

Issue

“54% of patients are unsatisfied with General Practice appointment times”

Target

To raise awareness amongst patients that:

- appointments can be made in both the morning and afternoon;
- they do not need to see their preferred GP for ‘acute’ problems; and
- they can get an appointment in the evening or at the weekend.

by the end of June (it should be noted that this will be difficult to measure quantitatively without doing a further survey which does not seem like the best use of available resources, however the timeline for the target should be that the plan to achieve it (see below) will be in place by the end of June).

Plan

- Update the ‘Appointments’ and ‘Extended Hours Service’ pages on our website.
- Add slide to TV screens.

Issue

“65% of patients do not usually get to see or speak to their preferred GP when they would like to.”

Target

To ensure patients with new and on-going problems, are booked with their preferred GP / GP who has seen them about the problem previously, rather with the first available GP (patients without a preferred GP, should be booked with the GP in least demand)

by the end of June (it should be noted that this will be difficult to measure quantitatively, however the timeline for the target should be that the plan to achieve it (see below) will be in place by the end of June).

Plan

- Amend the message on the ‘appointments’ option of our telephone system advising patients of how appointments should be requested to make them available to as many patients as possible.