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| **You said………** | **Actions so far……** | **To follow up on …..** |
| * Amount of time it takes to get through on the telephone * Telephone always engaged – perhaps not receptionist on desk answering calls. * Generally happy but frustrated with phones. | * Increased the overall number of receptionist hours * Promote on website / patient board for patients to ring after 10am for test results * Advertised & encouraged patients to utilise ‘online booking system’ & issue relevant passwords. * We have a member of staff answer calls away from the reception desk area to ensure that the phones are answered in a timely and efficient manner – we have also implemented a call forwarding option that will forward calls to reception if the incoming line is engaged. * However as we are experiencing higher volumes of patients wishing to join our surgery, we liaised with the Telecommunications Department at the Hospital to look at ways of efficiently dealing with the volume of calls we receive on a daily basis. Call waiting was investigated with Hospital Telecoms team, however currently the hospital switchboard cannot accommodate ‘call waiting / auto attender’ service. * Several admin duties have been allocated to an admin team member to relieve the pressures at the reception desk. * Other local GP practices are looking to relocate services within Herts & Essex Hospital, therefore an overarching telecoms planned will come into fruition once this move takes place. | * Investigate costs for a new telephone service where calls can be allocated to appropriate departments or advise patients of their place in the queue. * Reception staff to be reminded to request assistance from a second colleague if a queue begins to form at reception desk. |
| * Appointment Wait Times | * Offering – Urgent on day appointments, Pre-bookable advance appointments & extended hours – late appointments available on Tuesday & Thursdays. | * Continue to educate patients in which clinician they can book with – this will alleviate GP’s seeing issues that a Nurse is trained to deal with. * Continue promotion via our reception team & website / online services. |
| * Late evening appointments would be good | * Currently we offer late evening appointments that can be booked in advance. We are open 6:30pm to 8pm on Tuesdays & 6:30pm to 7:30pm on Thursdays. | * On website * NHS Choices website updated |
| * Need cancellation access via phone – I’ve tried to cancel appointments but cannot get through on phone to do so. | * We encourage patients to utilise ‘SystmOnline’ & request a password to obtain access. This system allows you to book / cancel appointments & request medication. * Patients can also email us at [parsonageadmin@nhs.net](mailto:parsonageadmin@nhs.net) this email address is manned Monday to Friday within our opening hours & the reception team will confirm your cancellation. | * Continue to encourage use of online services. |
| * Door to nurse’s room needs to be sound proofed – sitting in waiting area you are able to hear conversations between nurse & patient. – Not very private. | * We have purchased a PRS music licence to allow us to play music in the waiting area * We have discussed this with our Nursing team & have relocated the patient seating area within the nurse’s room away from the main door. * We are unable to sound proof the room, however take patient confidentiality seriously. | * We will continue to monitor this. * Continue to play music in waiting area * Relocate our waiting area as part of our expansion plans. |
| * People are not aware of the interview room for private conversations | * Sign at Reception & on reception desk that patients can hand discreetly to staff. Reception Staff sensitive to patients needs | * Continue to offer confidential area as requested |
| * We need the nurse to be fully utilised to take some pressure away from the Doctor | * Two Nurses now employed along with a Healthcare Assistant whose roles are to support the clinical team. The HCA has taken responsibility for a number of clinical administration tasks and procedures such as ear syringing, flu jabs, NHS health checks, blood test form production and many others, this has freed up time from our Nurses to allow them to treat more minor illness cases resulting in better appointment availability with both Nurses & in turn the GP’s. | * Continue to promote the wider knowledge of services that our allied clinicians can provide via our reception team & website / online services. |
| * Unaware of new surgery website | * New website designed in conjunction with Patient Participation Group. * Website added to practice leaflet & promoted on patient screen in waiting area. | * Continue to update with information * Staff to promote website to patients |
| * Reception / Waiting area looks cluttered – too many leaflets | * Area has been de-cluttered. Patient information folder has been added to waiting area with leaflet samples that patients can request from reception supplies. | * Continue to monitor |
| * More information explaining how health care system works in UK for non-english speaking patients. | Information added to our website – registration page – details below:New Patients From Outside UK This part of our website is intended to help our new patients from abroad to gain a basic understanding of how the National Health Services functions. In concise form and in a number of languages (click on the appropriate link to access .pdf), there is information about the role of the General Practitioner and how the primary care system fits into the overall NHS structure. There are also details on how to register with an NHS practice, how to access emergency services, and other useful information. | * Patients can request leaflets in specific language & we will endeavour to provide – sign in reception waiting area. |
| * We all want to see Dr J Takhar & we want another permanent GP * It is obvious that the doctors are extremely busy. In order to spread their workload & reduce waiting times more doctors would be useful | * Since October 14 - Dr Pritpal Takhar has been working full time alongside Dr Jagjit Takhar & we are therefore able to now offer more GP sessions for patients to be seen. | * Our GP’s are looking to become Trainers & enable us to develop into a training practice. We would hope this would encourage new GP’s to join & stay with us to develop their career & benefit our patients. |
| * We still don’t like Locums * More availability of female doctors. | * We endeavour to use local GP Locums when required to maintain continuity, however we are often finding that the Locums are booked by other local surgeries & we therefore have a small number of Locum Agencies who we look to utilise & always endeavour to book those patients have responded favourably to. | * Continue to monitor Locums we recruit & gain feedback from patients periodically. * We have recently secured a regular female Locum who will be working with us every Monday from September 2016. |
| * Receptionist – some good – some poor | * All staff continue to update their mandatory & adhoc training. Our staff are happy to assist patients as required & have recently attended Customer Service training with the Stort Valley Villages locality. | * Continue to follow up on any issues patients report * Staff to continue training sessions & discuss customer service etc in staff meetings |
| * Can you close the patient list? | * We have a contractual obligation to keep the list open. We previously sought special dispensation to work outside our contractual obligations and close the list to new patients & this was declined. Although this continues to be considered, it is not a permanent solution and currently our list size continues to grow. | * Continue to monitor why patients are joining us * Continue to monitor which surgeries patients are moving from & reasons why |
| Can staff all have name badges please | * All staff now have name badges with Parsonage Logo as per PPG suggestion | * We will continue to provide to new starters |
| * Update Call Board/Message Board | * A new patient message board has been recently installed. * The message / call board is continually updated to offer patients information regarding the services provided at the surgery. | * Information being updated on a continual basis with CCG (clinical commissioning group)/ surgery information. |

**Other Actions:**

Updated practice leaflet

Updated patient registration form

Updated PPG Folder in waiting area

Updated Patient information folder in waiting area

Carers section in waiting area created – Carers Champions available to signpost carers.

Notice board regularly updated

New Notice board purchased to display further information to patients – awaiting installation by Facilities Team.