

ORCHARD SURGERY

ACTION PLAN FOLLOWING PATIENT SURVEY – OCTOBER 2015

1. Improving Telephone Access

- Increase patient awareness of change in the telephone system.
- Increase awareness of the ability to book telephone appointments with the nurse or doctor.
- New BT phone system installed with a call waiting facility. We need real time monitoring. Kelly to liaise with BT, and get this installed. We will need to use this data to help change phone answering in times of peak demand, and a more responsive receptionist team.

2. Development of vision, values and objectives of the practice and awareness of practice services.

- Lead GP allocated – Dr S Ali will lead on this.
- Views of all staff and PPG to be taken into account. Dr Ali to create electronic survey, to allow contribution of all staff, clinicians and PPG members.
- PPG board to be updated with virtual PPG also set up. These will then be displayed in the waiting room and on the screens.
- New message screen installed in waiting room, utilise this for public health and community messages
- Improved communication and awareness amongst public.

3. Improving access to GP and nurse appointments.

- Availability of online access to appointments – both weekday and weekends.
- Aware that awaiting Dr Asaad's return, who is current off on sick leave. Will need to advertise to employ additional GPs dependent on number of sessions needed.
- Nazaff to speak to Sue Bowden, Slough CCG nurse lead. Possibility of Sue working at the Orchard to provide leadership for the nursing team, as well as specialist family planning nurse and trainer.
- Commenced 7 day access weekday evening and weekends with the PMCF bid and operating as a Langley Cluster – with advertisement on our screens.
- Additional appointments provided book ahead and on the day with online access.
- Improved patient satisfaction of PMCF appointments.

Agreed by;

Dr Nazaff Adam, on behalf of Orchard Surgery

Bill Jeeves, on behalf of PPG