

STEPPINGSTONES MEDICAL PRACTICE
STAFFORD STREET
DUDLEY
WEST MIDLANDS
DY1 1RT
www.steppingstonesmedicalpractice.co.uk
Tele: 01384 458229

ACTIONS FROM 2014/2015 ACTIONS

21st March 2016.

As part of the 2014/2015 action plan from our Patient survey there were 4 areas identified where action by Steppingstones Medical Practice was needed.

This is the progress on these actions.

1. Improve telephone access – During peak calls to the surgery (usually between 8.30am and 9.00am) we have increased the number of staff answering incoming calls. We have also continued to ensure that telephone calls are answered promptly ensuring a shorter waiting time for patients. In addition to this we actively promote on-line access to our patients. This facility allows patient to book appointments on line as well as viewing parts of their medical records and also allows the ordering of medication, this in itself has reduced the number of calls coming into surgery during peak times.
2. More discretion at reception – We have placed “privacy notices” at reception, informing patients that should they wish to speak in a private room then to ask reception staff and we will accommodate where possible. We have also placed notices at reception requesting patients respect the privacy of other patients who are being dealt with at the reception desk and to keep a reasonable distance between them and the patient being dealt with.
3. Apologies from clinical staff when running late – There are signs around the surgery explaining that sometimes clinical staff do not run to time. Reception staff keep patients informed when they present for their appointment if the clinicians are running behind schedule. In addition the waiting room display TV lets patients know that sometimes clinicians do not run to time due to the nature of some patients problems.

4. Not all services are known to patients. – Steppingstones is working proactively with the Patient Participation Group to promote the services that the practice offers. We have updated waiting room notices, we use the waiting room display TV and we often put messages onto the right hand side of prescriptions to promote services that we offer. The PPG produce a bi-monthly newsletter which also promotes services that are offered by Steppingstones medical Practice.

Steppingstones Medical Practice will continue to monitor any aspects which raise concerns with any of our patients, please feel free to let us know if we can improve things for you our patients.

Many thanks

Joanne Green
Practice Manager
21.3.2016