

Steppingstones Medical Practice Patient Participation Group Action Plan 2014/2015

<u>Outcome from survey</u>	<u>Possible Course of Action</u>	<u>Agreed Action</u>	<u>Action by Whom</u>
1. <u>To improve telephone access.</u>	To try and increase the number of staff answering phone calls, especially during our busier times (8.30—9.00am)	Restructure the working day for some staff ensuring that telephones are answered as a priority.	Management team within Steppingstones Medical Practice.
2. <u>More discretion needed at reception.</u>	To review current situation and where appropriate implement steps to give patients a greater degree of privacy whilst at the reception desk.	Privacy notices on the reception desk asking patients to respect the privacy of other patients who are currently being dealt with at the reception desk.	Management team within Steppingstones Medical Practice.
3. <u>Do not always receive an apology from the Doctors and Nurses when I am called in for my appointment and the Doctor/Nurse is running late.</u>	Doctors and nurses to endeavor to apologise to patients when they are called in late for their appointments.	Doctors and nurses to offer an apology when they are running late. In addition notices to be put up around the surgery explaining that sometimes appointments do run late and offer explanations why this happens.	Doctors, Management team and PPG to inform patients when situations arise.
4. <u>Not all services offered were known to patients.</u>	Promote the services of the surgery. Encourage patients to sign up for online access	Promotion of services offered via newsletters, use of the right hand side of prescriptions, surgery notices and the ecoda system	Management team and PPG.