

UPPER ROAD MEDICAL CENTRE

Patient Participation Group

2014-2014

Action plan priority areas and implementation 2014-15

1. WAITING TIME TO SEE GP

- Notices were advertised in the reception area that says "Appointments should only be for one person only"
- Doctor to maintain consultation time as routine appointments and improve time management

Result of actions and impact on patients and carers (including how publicised):

- Doctor was able to finish on time. Most importantly doctor was able to deal with non-urgent matters speedily and was able to take time with those urgent matters efficiently.
- Patients are now aware of the instructions published in reception areas. It helped doctor and other practice members manage waiting time

2. TELEPHONE ACCESS

- Receptionist will always ask patients the reasons for the appointments to determine urgency.
- The practice will invest in a filtering telephone system

Result of actions and impact on patients and carers (including how publicised):

- Patients and carers now understood why receptionist asks the reasons of their appointments. Notice is published in reception area.
- If there is a filtering telephone system staff will be able to deal with calls quickly and patients will be prompted with Instructions hence, telephone access will have less backlog.

3. **APPOINTMENT SATISFACTION**

- Patients were advised to book 2 weeks in advance.
- Receptionist to monitor urgent and non-urgent appointments

Result of actions and impact on patients and carers (including how publicised):

- Some patients were booking 2 weeks in advance.
- Notice was published in the practice.