

## AELFGAR SURGERY

### Review of Patient Survey Results and Action Plan 2012-13

	<b>Description</b>	<b>Short Term</b>	<b>Long Term</b>	<b>Action/Review</b>
1	Ensure sufficient lighting for patients/staff on car park	Ensure all lights are in working order	To report any faulty lights immediately to line manager	ACTIONED – new lighting installed on car park
	REVIEW – as and when necessary			
2	General comments re appointments availability and telephones being engaged	offer more appointments online and advertise, thus hopefully enabling patients to book at a suitable/convenient time and reduce the amount of telephone calls to the practice  Patient education re online system, advertise on patient call system, Clinicians and receptionists to promote	To monitor use of online system and meet patient demand in terms of how many appointments are available	ACTIONED – practice adopted Patient Online Access DES and continue to educate patients of booking on line
	REVIEW – all staff to continue to promote service of booking online but now we have addtl nursing appts, Partners to discuss possibility of releasing future general nurse appts to be booked via the online system			
3	To publicise when the GP is available	Advertise when GP usually at the practice offering appointments	Educating patients through advertisement	ACTIONED – practice advertise when GP away
	REVIEW – continue with advertising when GP on a/l, raise awareness on website GPs general working pattern			
4	To address the waiting times ie GPs running to time	To advertise that GP's will only be able to deal with 1 problem per appointment	To increase appointment times from 10 minutes to 15	ACTIONED – posters displayed on each clinical room door – 1 problem per appt
	REVIEW – continue with posters, all staff to try and assess when appt requested whether one appt will be suffice or book double appt if requested			
5	To address the heating in the waiting area	To try changing the door mechanism to reduce influx of cold air	To look at having the doors repositioned	ACTIONED – Both sets of doors upon entering surgery repositioned and additional heating source adopted in porch area
	REVIEW – consider additional heating in waiting area			