

SANDY LANE SURGERY
IMPROVING PATIENT SATISFACTION
PRACTICE ACTION PLAN

Area for Improvement	Recommendation	Action required	Practice Lead	Timeframe for changes	Comments/Achievements
Ability to get through to the Surgery by telephone	Review telephone system	Practice Manager to contact BT to see if we can have a voice on the phone advising patients what number they are in the queue	Jill Towns	July 2012	
	Look into possibility of on-line booking for appointments – 18.2% requested this on the survey form	PM to contact other systmone users to see if this is beneficial to them	Jill Towns	July 2012	
Appointment System	Review Appointment System	Review of late nights already on offer to contact PCT to see if all 3 GPs can do Mondays only as this is possibly the most busiest day of the week for appointments	Jill Towns	Jan 2012	Are now achieving, all 3 GPs work till 7.45pm on Mondays, with the exception of Bank Holidays and they will then work on a Tuesday and Wednesday late.