

SANDY LANE SURGERY
 IMPROVING PATIENT SATISFACTION
 PRACTICE ACTION PLAN 2012-2013

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 start surgery early morning to enable telephones to be answered promptly	Jill Towns	December 2012	Working well – still need some adjustments with on-line booking requirements i.e. how many slots to have regarding pre-bookable or on the day slots.
On-line booking of appointments	Review telephone/appointment System	Need to promote to patients to take up this offer – will save them from phoning for routine appointments	Jill Towns	April 2013	Over 309 patients have signed up for on-line booking as of March 2013.
Time spent waiting to see a particular GP	Review Appointment System	To ask Dr Qureshi to change start times	Jill Towns	December 2012	Dr Qureshi agreed to change start time to 9.50am instead of 9.30am