

Action Plan for Improvements at The Crookes Practice 2012/13

Task	Comments of PPG	Deadline	By Whom	Completed
The appointment system.	Many thanks for the patient survey. I think this confirms the feedback that I get from fellow patients. Where there are complaints it always seems to be around the issue of getting an appointment to see the doctor of choice and this is reflected in the survey. It is reassuring to know that patients are satisfied with the care they receive and that the practice is looking for ways to improve.	Look again with all the practice team as to how we can improve our current appointment system and continuity of GP.	KC	By 1 st July 2013
	One thing that could be added is a section for patient's suggestions on how to tackle some of the more difficult areas such as getting to see the same doctor or booking appointments in advance. Sometimes when people spend time thinking as though they had to find a solution they gain insight into how complex lots of these issues are eg. Evening and weekend working always a popular suggestion but they need then to imagine the impact on the routine hours service and on family life etc	Put a short" ideas survey" together for patients which will inform them how the appointment system currently works and what they think we can do to improve upon it and asking for their ideas.	KC	By 1 st May 2013
Communications – ensuring that information is easily accessible and consistent.		Additional staff training to ensure consistency	PS/KC/AH	By 1 st Sept 2013
Improvements to our website.		New web site which will be updated by our management team and will be	KC/PS	14 th March 2013

kept up to date at all times. Additional resource information will also be regularly put on web site for our patients.

REVIEW OF ACTION PLAN

- 1. REVIEW MEETING WITH ALL STAFF GIVEN ACTIONS ON APRIL 8TH APRIL**
- 2. PUBLISH ACTIONS TAKEN IN RESPONSE TO PATIENTS FEEDBACK BY END OF March 2013**
- 3. BEGIN DEC 2013
NEW
SURVEY**

Business Manager