

School Lane Surgery

Action Plan 2011 / 2012:

This action plan has been drawn up following the Patient Survey conducted during November and December 2011, the results of which have been analysed to produce key action points for discussion.

The results have pointed to actions in the following areas:

Ease of Booking Appointments

- Review of phone system to improve callflow/queuing system.
- Online booking of appointments to be investigated through website provider.
- SMS/Phone call reminders to be retained after end of successful pilot.

Flexibility of Appointments

- 'Advertise' the extended hours appointments more widely. Use of the website and 'About Thetford' magazine to highlight the flexibility available.
- Use the scrolling message available on the waiting room monitors to make patients aware of the extended hours facility.
- Point out to those making appointments on Saturday that they are indeed on Saturday, as not always necessary to use these 'prime slots' by those whom could use weekday appointments.

Reception / Waiting Room

- Establish reception protocol to ensure any delay in a specific clinic beyond 20 minutes is highlighted to patients when they arrive and 'check-in' face to face.
- Any delay beyond 20 minutes also to be advised using the scrolling message on the TV monitors in the waiting rooms.
- Changes to seating in the waiting room to be investigated – Care Quality Commission registration process/requirements to be understood before changes can be made, but options to be available depending on requirements.