

# Heath Lane Medical Centre

## Action Plan from Patient Satisfaction Survey and Patient Forum

We will be repeating the survey in May/June and aim to improve on the percentage of high 4/5 scores by 3% and reciprocally reduce the low 1/2 scores.

Issue	Actions and Outcomes
Getting through on the phone	<ul style="list-style-type: none"> <li>• Reception Team Leader to manage staff duties to ensure extra staff are assigned to answering the phones at busy periods. Aim to answer all calls within 1 minute.</li> <li>• Team Leader to monitor phone reports on a weekly basis and make changes to staffing as appropriate to ensure good service.</li> <li>• Our phone system lease finishes in June 2013. Forum members to be involved in discussion on choice of new system.</li> </ul>
Appointment system	<ul style="list-style-type: none"> <li>• Improve information on the types of appointments available and advise on the individual roles in the healthcare team (via Newsletter; website; posters in waiting room; laminated notices in waiting room; TV display screen; patient booklet).</li> <li>• Customer service training for reception staff on helping patients choose the best type of appointment for their needs.</li> <li>• Reception Team Leader to monitor appointment system on a regular basis.</li> </ul>
Reception	<ul style="list-style-type: none"> <li>• Ensure reception are friendly and helpful at all times</li> <li>• Arrange more training for receptionists to increase their knowledge and deliver better information</li> <li>• More training for receptionists to be confident when giving information.</li> <li>• Receptionists to wear name badges at all times.</li> <li>• Aim to increase 4/5 score by 3% in next survey.</li> </ul>
Privacy and confidentiality	<ul style="list-style-type: none"> <li>• Assess ropes in reception for managing queues at desk.</li> <li>• Advise patients of private area to speak if necessary.</li> <li>• Arrange reception desk to ensure best arrangement for confidentiality</li> </ul>
Website and communication	<ul style="list-style-type: none"> <li>• Publicise website to increase use.</li> <li>• Publicise newsletter.</li> <li>• Consider requesting email addresses from patients to build data base for communication (new and existing patients).</li> </ul>
Internet Access for Appointments	<ul style="list-style-type: none"> <li>• Review IT and opportunities for internet booking.</li> <li>• Review introduction of text messaging.</li> </ul>
Quality of clinical encounter and clinical care	<ul style="list-style-type: none"> <li>• Separate GP survey to be conducted in Spring 2012 for more detailed feedback on consultations.</li> <li>• Separate nurse survey to be conducted in 2012 for more detailed feedback on nursing service.</li> </ul>