

Iveagh Surgery - Practice Action Plan 2014/15

Reception	Timescale
Work with all reception staff to ensure we offer a consistent experience for our patients including a friendly welcome and helpful manner, making use of specific feedback and suggestions from patients.	Throughout 2014-15
Appointment types	
Continue to offer a range of appointment types to meet varying patient needs including urgent care walk-in, routine bookable appointments, Saturday appointments and telephone consultations	Throughout 2014-15
Ensure there is clear information available to patients about the different types of appointments we offer and promote this.	April 2014
Pilot early evening bookable appointments with a GP or Practice Nurse	From June 2014
Communications	
Review communication skills of all reception and clinical staff at annual appraisals, offering training and support where required.	June 2014
Continue to offer a range of methods for patients to communicate with the practice including face to face, telephone and online	Throughout 2014-15
Introduce opportunities for patients to communicate with the practice via email, for example to cancel appointments or update personal details.	Sept 2014
Pilot the facility for patients to amend and update their personal detail through the website.	October 2014
Practice website	
Review and refresh the practice website taking into account feedback from patients including more details about clinicians and their areas of interest and more information about how to find us.	June 2014
Promote the website and facility to book appointments and requests prescriptions online.	April 2014
Clinical staff	
Use patient feedback in annual appraisal to identify areas for improvement.	Throughout 2014-15
Clinicians to inform patients in the waiting room when their clinic is running late.	Throughout 2014-15
Overall patient satisfaction	
Use the views collated in this survey together with the other patient feedback to inform service developments.	Throughout 2014-15
Make further improvements to the children's play area in the waiting room.	September 2014
Review how we manage our appointments to see if there is any way to avoid clinics running late.	June 2014