

**ACTION PLAN****THE TULSE HILL PRACTICE – ANNUAL SURVEY RESULTS.**

<b>Areas for improvement</b>	<b>Qtn No.</b>	<b>Details</b>	<b>Action Required</b>	<b>Current Status</b>	<b>How will it be Monitored?</b>	<b>Timescale for Completing Actions</b>	<b>Action By</b>
1	12	49% of patients unaware that they are able to book appointments on-line.	Better publicise this form of access via posters in the waiting room. Produce a guide on how patients are able to register themselves online. Reception staff members to inform patients that they are now able to book appointments online when they visit and call the surgery. Ensure the practice website and NHS Choices website also have information on how to do this that is up-to-date and comprehensive.	Patients who have their log in details are able to book appointments online. Reception staff members are being trained on using EMIS Web to deal with online appointments queries.	To gather regular feedback from patients and to measure the percentage of those that are now able to use this service.	By end of March 2014.	Practice Manager
2	8	Patients are not able to get through to the surgery easily by telephone.	Increase the number of receptionists answering calls during busy peak times.  Provide training to reception staff to better handle calls efficiently and promptly.  Provide further training for reception staff in signposting patients to the correct service.	A new member of staff is being recruited to enable the rota to be changed and allow extra cover between 8-10am.	By further questionnaire in 6-9 months.	By end of March 2014	Practice Manager  Reception Manager

			Better information about appointment system.	Areas of training have been identified and a training plan is being implemented. An information leaflet has been produced		End of March 2014	Practice Manager
3	7	49.4 % of patients feel confident that the practice keeps information about patients securely. 30.4% only fairly confident.	In order to increase confidence we will produce an information leaflet to explain how we keep data secure.	A new leaflet has been produced and is available on the website and in the surgery.	Re-audit in 6-9 months.	By end of March 2014.	Practice Manager