



## Survey Action Plan 2015-16

Issue Identified by you	Proposed changes	Outcome
<p>Difficulty getting a pre-bookable appointment with GP of choice.</p>	<p>Introduce Minor Illness clinics led by qualified nurses to alleviate pressure on duty doctor</p> <p>Extended hours – Saturdays</p> <p>Planned change to become a training practice by 2017</p> <p>Increase number of nursing hours</p> <p>Continue to monitor the ratio of long and short access appointments according to GP availability</p>	<p>Julia Bourne has trained in minor illness and is currently undertaking a prescribing course</p> <p>We hold regular Saturday clinics with both GP and Nurse appointments</p> <p>Dr Ansari is undertaking a course to become a GP trainer.</p> <p>Nursing capacity has been increased</p>
<p>Telephone access – difficulty getting through on phone to speak to a receptionist</p>	<p>Online booking is available for appointments</p> <p>Continue to advertise our automated systems more widely</p>	<p>With enhancements to the clinical system online appointment booking is more widely utilised by patients</p> <p>PPG will write Newsletter articles on the ease of use of Patient Partner</p>
<p>Dispensary turnaround times have slipped</p>	<p>More hours to be employed in dispensary</p> <p>Introduction of new online prescription order via Vision Online/Patient Services</p>	<p>Difficulty employing trained dispensers to we are currently training 3 employees to NVQ level 3</p> <p>Patient Services introduced in Jan 16</p>
<p>More information on keeping healthy particularly alcohol misuse</p>	<p>Promote health awareness in the community via local publications in particular alcohol issues</p>	<p>Continue writing articles for Loddon Reach/Arborfield News/website to improve communication with patients</p>