

## 2014 PPG Survey ACTION PLAN

Ref	Observation from survey	Suggestion	How we plan to achieve this
Q1	Length of wait for ROUTINE appointments	Need to continue to offer both routine and urgent appointments and avoid 'early morning rush' for appointments.	Continue to monitor appointment provision and ensure that the wait for routine appointments is no longer than one week.
Q2	Ease of getting URGENT appointments.	We need to encourage patients to use these appointments appropriately.	Continue to monitor appointment provision and offer urgent appointments where clinically appropriate.
Q3	Usefulness of automated booking system.	Automated booking suits some people. Online access should address this need for many and will integrate with our system better.	Pursue online booking facility for patients – should be available from early April. Advertise this in practice and elsewhere.
Q4	Usefulness of automated BP machine.	Continue to use this	Promote it during consultations.
Q5	Reminders for routine services	Consider using texts in addition to other methods	Cost-analysis of sending texts. Continue to advertise in usual ways including website.
Q6	Friendly practice ethos appreciated, but sometimes lacking.	Need to ensure all personnel are professional and friendly towards patients.	To be addressed in staff training sessions.
Q6	Lack of privacy upstairs	Need to ensure patients cannot hear conversations inside clinical rooms	Stop patients waiting outside rooms at present. Provide sound-insulation to walls against corridor.