

**ACTION PLAN**

Nov-14

Priority areas	Practice Actions	By When	Achievement
			Completed Date
<p><b>Patient Survey Overall Scores</b> <b>Waiting Times @ Reception</b></p> <p>This area we scored 40% Patient felt that they waiting times in reception are to long.</p>	<p>1. We will ask EMIS to enable that the check in system informs patient of the delays expected when they check in for there appointment.</p> <p>2. Inform patients that Dr is running late when they check-in @ the front desk</p> <p>3. From time to time reception staff to tanoy message to alert patients in waiting in the waiting rooms that Staff are Running late,</p> <p>4.The clinical team to address there patients that they running late Either in person or my the tanoy.</p>	<p><b>Nov-15</b> Asst manager spoke with EMIS this feature is avaiable</p> <p><b>Jan-15</b> A protocol has been drawn up for Reception Staff to Follow</p> <p><b>Jan-15</b> Staff are Following Protocol</p> <p><b>Jan-15</b> Clincal Team are also following the protocol</p>	<p>26/11/2014</p> <p>06/01/2015</p> <p>06/01/2015</p> <p>06/01/2015</p>
<p><b>Patient Survey Key comments</b> <b>Having a Trained Receptionist at Building No.19</b></p> <p>Patients feel theres a lack of Trained receptionist at No.19 Building.</p>	<p>1. We will orgainse Full receotion training for Current Staff who will help on Tuesday PM to get familiar with her role as receptionist</p> <p>2. Priti will also join other receotuin staff for reception Team Meetings &amp; Training every Month.</p>	<p><b>01 February 2015</b> Training Sheet Has been Created Posters have been created to inform patients</p>	<p>03/02/2015</p>
<p><b>Patient Suggestion</b> <b>Picture Borad</b></p> <p>Patients would like a Staff Board will the Cliniuical &amp; Non-Clonical Team Photos and roles</p>	<p>Practice Manager will Create a Staff Picture board which will be place in Reception in both buildings No.19 &amp; 21</p>	<p><b>Apr-15</b></p>	<p>Still pending as we have new nurses joining is in March 2015</p>