

**Dr K Rothwell & Partners**

**The Old School Surgery**

**Stoney Stanton**

**Leicester**

**LE9 4LJ**

**The Old School Surgery**

**PRG Patient Survey Action Plan 2014**

| **Action Number** | **Areas Identified from the PRG Patient Survey Results** | **Actions the Practice plan to put into place to improve this area** | **Who will be Responsible for the Actions** | **When is this Action planned for Completion** |
| --- | --- | --- | --- | --- |
| **1** | **PRG Patient Survey** | Questionnaires to be given out either at flu clinics or PRG members to promote in the waiting room to get more patients to complete the questions. | Practice & PRG | Flu clinics SeptOr Feb 2015 |
| **2** | **Telephone System** | Practice to look into constant problems with telephone system, patients being unable to get through on telephone especially in the mornings. | KLS | Ongoing |
| **3** | **Telephoning for Results** | Due to the problems with the telephone system the group agreed that patients should not ring up for any results until 2pm to elevate the demand on the phones in the morning | KLS | April 2014 |
| **4** | **Confidentiality in the Waiting Room** | Practice to look at ways of the reception area being more private, due to the current layout of the reception and waiting room area this is very difficult, practice to have a look at the signs with regards to confidentiality and people standing back from reception and asking the receptionist if they would like to talk privately. | KLS | June 2014 |
| **5** | **Amount of Patients Attending A&E in surgery hours** | Many patients think it is more convenient to go to A&E, practice to promote reasons for why they should not be attending A&E unless it is completely necessary and look at the costs of attending A&E. | KLS | June 2014 |
| **6** | **Nurses Appointments/****telephone appointments** | Practice to analyse how many appointments there are for the Nurses against practice population to see if more appointments are needed, also look at the feasibility of having some nurse telephone appointments. | KLS | October 2014 |
| **7** | **Saturday Morning Appointments** | Practice to have a look at the feasibility of opening up the surgery on a Saturday morning. | KLS/KR/SEK | September 2014 |
| **8** | **Posters in the Waiting Room** | The group agreed that there are many posters in the waiting room which patients do not look at, SEK agreed to have a look at the waiting rooms at Old School and Greencroft. | SEK | April 2014 |
| **9** | **Practice Extension** | Many patients are concerned about how many new houses are being built in the villages that the practice covers and the amount of space the practice has. Practice is currently in negotiations with Blaby & District Council with regards to the practice having an extension to accommodate new patients in the future. This will be an ongoing project. | KLS/LS/KR/SEK | Ongoing |