**Key Points**

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| **KEY POINTS/ACTION** | **OUTCOME – After discussions with GP’s and staff** |
| Staff training courses in telephone/customer service | To do |
| Staff members to identify themselves over the phone “Grange Group Practice, …… speaking, how can I help you” | To do |
| To analyse capacity and demand for appointments | To do Audit on appointments, DNA rate and see if there is any relation to booking ahead and DNA rate. (Past experience supports direct correlation) |
| A display in waiting room and online showing each GP ,days they are available and speciality interest | To do a display in waiting room and update website. Info to be added to new patient packs. |
| Review the possibility of offering lunch time appointments | Review appointments system to check flexibility of lunchtime appointments. |
| Review system for booking appointments in advance | Review appointments system and implement any appropriate changes. |
| Promote systmone online service for booking appointments and ordering prescriptions | Promote use of systmone online – as there is an audit trail of prescriptions ordered. Check requirement for providing identity before issuing logins.  Email login details to patients who already use email prescription service. |
| Text service – ensure we have up to date contact numbers for patients | To get up to date contact details for patients.  Need to be careful of sending texts to parents of teenage children, especially if they have appointments in teenage clinic etc as possible we still have parents contact numbers. |
| Signs in patient car park stating for patient use only | To advise Fartown Medical Centre staff not to use car park. |
| Signs in surgery indicating location of patient toilets | To do |
| Phlebotomy – patients would like a phlebotomy clinic at the surgery | No capacity to provide a blood service at the practice, with the exception of urgent bloods provided by healthcare team at the express request of GP’s only. |
| Possibility of a GP attending Patient Group Meetings and a representative of the patient group attending meetings with GP’s | Doctors to take it in turns to attend patient group meetings  No to representative attending meetings with doctors due to business and patient confidentiality. |