**Key Points 2014**

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| **KEY POINTS/ACTION** | **OUTCOME –** **After discussions with GP’s and staff** | **Progress** |
| Staff training / conflict resolution training | We will look into this to see if anyone offers conflict resolution training. Other staff training is ongoing. | TBC |
| Staff to “shadow” at other practices to see if things are done differently. | We would have to liaise with other practices to see if they would like to get involved as would impact on other practices. | TBC |
| Patients to be able to book non urgent appointments within 3 days.  | Review appointments system and implement changes if necessary. | June 2014 |
| Review the possibility of offering lunch time appointments | Review appointments system and implement changes if necessary.  | June 2014 |
| Review system for booking appointments in advance | Review appointments system and implement changes if neccessary.  | June 2014 |
| 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. | April 2014 |
| Text service – ensure we have up to date contact numbers for patients | Promote the text reminder service as this could help reduce the “Did not Attend” rate of patients. Get up to date contact numbers for patients | Ongoing |
| Promote the use of “SystmOnline” for booking appointments and ordering prescriptions | We currently have 6.4% of our patients registered for SystmOnline – we aim to increase this to 8% by June 2014 | June 2014 |
| Recording of telephone calls | This will benefit both staff and patients if there is ever any conflict | TBC |
| When phoning the surgery, have a “options” system… press 1 for appointments, press 2 for queries etc. | Patients will not get a busy tone when they phone the surgery at busy times. | TBC |
| Advise patients when they register that we have two branches and that they MAY be offered appointments at either surgery. | Amend the practice leaflet, website and put notices up in the waiting room advising patients of this. | April 2014 |