**Update on Key Points 2013**

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| **KEY POINTS/ACTION** | **OUTCOME – After discussions with GP’s and staff** | **Progress** |
| Staff training courses in telephone/customer service | To do | Some staff members have attended training in the last year. There is a compulsory training session for our admin staff on the 18th March 2013 |
| Staff members to identify themselves over the phone “Grange Group Practice, …… speaking, how can I help you” | To do | Our staff are now answering the phones “Good morning/afternoon, The Grange Group Practice, ………… speaking” |
| 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) | An audit has been completed and the results collated. Ongoing |
| 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. | Completed |
| Review the possibility of offering lunch time appointments | Review appointments system to check flexibility of lunchtime appointments. | Ongoing |
| Review system for booking appointments in advance | Review appointments system and implement any appropriate changes. | Ongoing |
| 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. | We currently have 1100 (6.4%) of our patients registered for systemonline. Ongoing |
| 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. | Ongoing |
| Signs in patient car park stating for patient use only | To advise Fartown Medical Centre staff not to use car park. | Letter has been sent to the Medical Centre advising staff not to park in our car park. |
| Signs in surgery indicating location of patient toilets | To do | Signs are located at reception and in the waiting room advising patients of where patient toilets are. |
| 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. | N/A |
| 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. | GP’s are taking it in turns to attend meetings. |