

LANGLEY HEALTH CENTRE
ACTION PLAN FOLLOWING PATIENT SURVEY – MARCH 2015

1. Improving Telephone Access

- Additional receptionist at 8am answering phones with increase in the number of lines manned from 4 to 6.
- Additional GP slots for telephone appointments (extended hours).
- New BT phone system installed July 2014 with monitoring and call waiting facility. We need to use this data to help change phone answering.
- Improved telephone access for patients with new queuing system and more responsive receptionist team.

2. Improving patient communication of vision of practice/ the team/ actions to address access.

- Lead GP allocated.
- PPG board to be updated with virtual PPG also set up.
- New message screen installed in waiting room, utilise this for public health and community messages
- Improved communication and awareness amongst public.
- Recent open evening held 24.3.15.

3. Improving access to GP appointments.

- Availability of online access to appointments – both weekday and weekends.
- Additional GP sessions recruited to.
- Infrastructure bid placed with NHS England to allow more consulting rooms onsite.
- Commenced 7 day access weekday evening and weekends with the PMCF bid and operating as a Langley Cluster
- Additional appointments provided book ahead and on the day with online access.
- Improved patient satisfaction of PMCF appointments.

Agreed by;

Dr Nazaff Adam, on behalf of Langley Health Centre

Tina Heath, on behalf of PPG