PPG SURVEY ACTION PLAN 2013

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
Ability to see a particular doctor on a particular day – patients commented difficult to see a chosen doctor on a particular day	We will publicise on which days doctors work both in the surgery and on the website.	Reception Manager and Practice Manager	By end of March	None – can all be carried out locally	W I P
Ensure that as many patients as possible are seen on at least the same day as requested	Continue to ensure that we have high levels of Registrars available, as well as GPs	Partners	On-going	Registrars are funded through the Deanery	On-going
Work with the Nursing Team to understand how we can improve their ratings to "Excellent"	Regular meetings with Lead Nurse internally and with PPG-we have also increased nursing team in size	Lead Nurse and Practice Manager	On-going, in line with PPG meetings	None	W I P
Patients need to feel less "rushed" during consultations with doctors	Ask Doctors to advise patients that if they need longer appointments these can be requested	All Doctors	On-going	None	WIP