

Action Plan in Response to suggestions and recommendations by the Patient Participation Group Members

Needs Identified	Actions taken
<p>Difficulty in getting through to the surgery during early morning and afternoon to book appointments.</p>	<p>It was explained to the members that we have two telephone lines and two staff members answer the calls. Unfortunately due to financial constraints we are unable to increase the number of staff. However we have added call waiting for the next 3 people calling so that they will know that they are in the queue and will get thorough. Patients are also being requested to p[hone the surgery between 9:15 to 10:30 am and 3:00 to 3:30 pm for appointments and urgent matters only. They can call us for routine things outside these timings which will reduce the pressure on the telephone lines.</p>
<p>Staff training. It was suggested that staff should be given additional training for dealing with stressful situations and difficult patients. and</p>	<p>Training for the staff was organised. A trainer from Medical Protection Society provided training to the staff for "Effective Customer Services Skills". Staff also attended a training for "Customer services & Patient Experience delivered by Palm Training at the Saffron Centre.</p>
<p>Wasted Appointments It was pointed out that a lot of appointments are being wasted</p>	<p>Dr. Amir in his reply to Mr Mirza mentioned that we write to all Patients for every missed appointment it still has not had the desired effect. We have not gone down the extreme route of removing the defaulters yet. We may resort to it if someone becomes a persistent offender.</p>

The patients can contact the surgery as follows:

In person by coming to the surgery from 9:15am till 6:30pm on Mondays, Tuesdays, Wednesdays, & Fridays. On Thursday the surgery closes at 1:30 pm.

They can contact the surgery by telephone on 0121 772 0398 or Fax on 0121 772 4268 during the times mentioned above.