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## ACTION PLAN

Problems Identified	Action	Who is involved?	Timescales
<p><b>Speed at which the telephone is answered</b></p>	<p>The Practice recognises that telephone contact is the preferred method of communication for patients with regards to contacting the surgery. However, this is adding to the level of telephone congestion that is being experienced by patients and therefore would like to encourage patients to book appointments using alternative methods that are available (patient access) which are just as convenient and result in the same outcome. The practice are therefore intending to advertise online communication method more by advertising it on TV screen in waiting area, through leaflets that will be available for patients in the waiting area and also on the website. We are also offering patient access training sessions for those patients who may need help with using this method and PPG members have offered to help with raising awareness about Patient Access too. Sarah (PPG member) will be doing a display about patient access for the notice board situated in the waiting area and has offered to help with the training too. Sarah has seen the benefits of using patient access so is happy to share her experience with other patients.</p> <p>It has been recognized that most of the patients are experiencing difficulties getting through between 8-9am and this is inevitable given the fact that the practice are experiencing a large number of calls during this time due to Same day appointments and patients calling to book these. We are hoping that the introduction of the pre-bookable appointments will help to reduce some of the traffic during the peak time and allow patients to get through quicker. The Practice continues to reiterate to all the reception/admin team the importance of answering all calls within 3 rings and not to put calls on hold but to offer</p>	<p>GP Partner          Managing Partner          All practice staff</p>	<p style="text-align: center;">On-going          throughout the          year</p>

	ring back if the query will take a while to resolve. Unfortunately given the current financial situation at the practice and the options available to introduce a new phone system, we will be putting this option on hold at present. We have considered having more staff to cover phones during peak times but again due to the 52.5 hours that already have to be covered throughout the working week, this isn't possible, as the staffing hours have to be distributed to cover the opening hours.		
<b>Introducing Pre-Bookable appointments</b>	To allow patients to book up to 2 days in advance for limited/specified appointment slots. All such patients will be contacted the day before their appointment (and even the same day if it is a Monday evening). This will require all reception staff who are booking the appointments to ensure that the patient telephone contact details are up-to-date in order for reminder calls to be made.	GP Partner Managing Partner All practice staff	June 2017
<b>Introducing a Practice Facebook Page</b>	The practice will set-up a Facebook page which will aim to provide information for patients about the latest news and any events associated with the Practice.	GP Partner Managing Partner	June 2017