

**THE CHINEHAM MEDICAL PRACTICE
PROPOSED ACTION PLAN – 20th April 2012
For Discussion at next PPG Meeting 10th May 2012**

WHAT PATIENTS TOLD US	HOW CAN WE IMPROVE	WHO WILL BE RESPONSIBLE	WHEN WILL THE CHANGE HAPPEN	OTHER COMMENTS AND USEFUL INFORMATION
Parking at the Surgery is difficult for some people	Although the Practice has no obvious facility to extend it may explore other avenues.	Patient Participation Group to liaise with local Council on land issues	Starting in May 2012	A strong possibility unlikely to resolve space problem. We will need to communicate alternative parking arrangements to patients
Sometimes the Receptionists attitude does not match expectations	In-house training on customer service skills started in 2011 will continue. We will look at identifying other ways of relieving stress on staff	Practice Manager + external speakers /training DVDs	Next meeting is on 1 st May 2012	We will continue to look at ways of relieving workload issues such as managing telephone calls differently
Availability of Appointments	This is not generally an issue. The survey feedback has made us aware that not all patients are aware of alternatives to face-to-face consultations. We will work with the Patient Participation Group to raise awareness	Practice Manager and Admin team together with PPG	Immediately	As a result of the patient survey, information has already been included on the website, in the waiting room and in a Practice newsletter to be circulated to patients in the near future
Waiting Times for Appointments	The GPs are discussing how to reduce the waiting times without reducing the quality of the consultation experience	GPs, Practice Manager, and Admin team	Meeting took place 16/4/ 2012 where this was discussed at some length	In addition to further work to be undertaken on time management by GPs and Nurses, we will also raise awareness amongst patients as to how they can get the most out of the time available

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General Comments:				
Transport:	We need to make sure Patients are aware of the local Basingstoke Neighbourcare scheme	Admin team	Immediately	Information to be included in newsletter, practice leaflet, in the waiting room and on the website
Test results:	Although it is not feasible for Doctors and Nurses to contact every patient about their test results, we will give patients information about to how to raise any queries when they want more information	Admin team	Immediately	Information to be circulated as above
Provision of other Community services:	Although we are sympathetic to requests for other services our accommodation is limited and they have to be contracted by the local Clinical Commissioning Group.	N/A	N/A	Suggested services were Podiatry (Chiropody), Dietician, Physiotherapy.
Information on how to contact a Doctor Out of Hours:	Raise awareness of other Healthcare providers	Practice Manager and Admin team	Immediately	Information to be highlighted in newsletter, practice leaflet, in the waiting room and on the website
Communication and feedback:	The survey has made us aware that we can improve communication with patients. The Practice and Patient Participation Group will be working together under a new initiative to achieve this. The PPG will be setting up a new Sub-Group to consider this now and in the future	Patient Participation Group	Next PPG meeting in May	We will use the sub group to come up with ideas
		Practice team		