

Practice Action Plan 2012 / 2013

Appendix 3

Recommendation	Action Required	Implemented By	Update
How easy is it to speak with a GP or Nurse on the telephone.	Increase number of telephone consultations per Clinician.	Tina Khanna - Practce Manager	Telephone consultations added for Duty Doctor. 1 hour in the morning plus all other GP's have 6-8 telephone consultations each.
Waiting time to See Doctor	Ensure patients are seen in a timely manner.	Tina Khanna - Practice Manager	There has been an improvement.
Ability to book appointment in advance	To ensure that we have adequate number of appointments to offer in advance.	Tina Khanna - Practice Manager	
Reduce number of DNA's	To discuss DNAs with patients who are regular offenders and send letter.	Tina Khanna - Practice Manager	Ongoing.
Privacy on reception desk	To speak to Receptionists and ensure that privacy is maintained and if patient needs to discuss anything to take them into a room.	Tina Khanna - Practice Manager	This has improved and no further comments received.