

## **Action plan update**

When the PPG carried out a survey in 2012 they identified 3 main areas of concern. Below is an update of our actions so far:

### **1.Telephone Access**

We have been looking at a lot of telephone systems to help with this problem, and in Oct 2013 we had BT put in a new system called IP Office, this enabled us to have 2 dedicated phone lines purely for incoming calls and another line for results, with clear messages on the phone as to direct the patient. Other phones in other offices enabled staff to call out without clogging the phone line for incoming calls. Another survey will be organised in June 2014 to establish if this has made a difference, but patients feedback so far is positive. The question re text messaging our patients will be solved shortly by our systems being changed from Emis LV to either Emis Web or System One.

### **2.information on services provided**

In April 2013 the waiting area was redecorated and new chairs purchased. New boards and signage installed to give our patients clearer information and help.

### **3.Car Parking**

At the end of 2013 road markings were put on the car park, creating parking bays, with bays for Doctors, Nurses and the Disabled clearly marked.

