

7 PRG Proposals - Practice Action Plan 2014

On the 19th February the practice met with the PRG to discuss findings from the recent practice survey. The main focus was to look at areas where we can improve.

The PRG felt that all of the questions answered produced an exceptional high level of positivity. It was agreed that an information fact sheet including the survey results and action plan of priorities should be made available in the waiting areas and published in the spring newsletter.

7.1 Practice Action Plan - Objectives for 2014/15

Issue/Theme – Telephone Customer Satisfaction

Objective

With the telephone system often the first point of contact that a patient has with the practice – the system can enhance the patient's journey or disrupt it. We need to improve access including capacity and demand management, contributing toward a more efficient telephone experience.

Tasks

Invest time and resources to evaluate the practice current telephone infrastructure to assess how it operates and whether to upgrade or replace it.

Consider what assets already exist and prioritise – list what is required and create a check list for best decision making.

Understand the features that the telephone system needs to improve the patients' experience as this should be driven by our patients' needs.

Consideration made for a change management strategy including staff training if practice decides to implement an upgrade or replacement telephone infrastructure.

Outcome

The practice will better understand the current telephone system providing knowledge for decision making of whether to invest in a new system or upgrade the existing one.

Research will identify options and solutions that are available with the using the current set-up - this knowledge will identify the most appropriate system for the practice ultimately enhancing the patients experience.

Completion date

On-going – March 2015

Issue/Theme – Achieving Patient-Friendly Services at Reception

Objective

Establish high standards of customer satisfaction

Tasks

Provide support and on-going training for the reception team – develop a programme of internal and external staff training sessions based on customer satisfaction and competency development.

Minimise patients' anxiety by creating a welcoming and supportive environment where all relevant information is clearly available and regularly look for ways to improve and personalise our services.

Outcome

Friendly supportive reception staff can help patients to maintain a positive frame of mind in a potentially stressful situation, thus improving their visit. If we are welcoming and helpful, our patients will feel valued and our staff will experience greater job satisfaction. In addition, the general atmosphere in the practice will improve, making it a more appealing place to work and visit.

Completion date

On-going – March 2015

8 Summary

The focus for 2014/15 will involve a programme of customer satisfaction initiatives.

Development of the practice telephone infrastructure based on the outputs of our recent survey and on-going support from our PRG. Investing in the right system for the practice, now and for the future will improve patient satisfaction and the interactions between practice staff and our patient customers.

A programme of staff training workshops will support on-going team development. Regular review of staff progress will provide insight allowing any plan or adjustment to be initiated.

On 24th September 2014 the practice will meet with the PRG to review progress made and address any issues that may have arisen.

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