**Appendix H**

**Drs Hamilton-Smith, Oladimeji & Imran F82019**

**Patient Reference Group Practice Action Plan**

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| Priority | Booking an appointment |
| Total Number of Patient who identified Priority as an Issue | 33 |

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| Survey Results  **24.49% in person**  **67.35% by phone**  **4.08% by email**  **4.08% online** | |
| Action | Deadline | Practice Lead | Actions Completed? |
| Telephone booking was the most popular answer so we have installed a new telephone system which means the waiting time is reduced as there are more lines available to the patients to get through to the practice. | March 2012 | Dr Imran | March 2012 |
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| Priority | Telephone answering and access |
| Total Number of Patient who identified Priority as an Issue | 20 |

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| Survey Results  **9.52% Very easy**  **40.48% Easy**  **47.62% Not easy**  **2.38% Average** | |
| Action | Deadline | Practice Lead | Actions Completed? |
| Installed a new telephone system as a high proportion of patients found it hard to get through on the practice line. New system has more lines so waiting times should be reduced. | March 2012 | Dr Imran | March 2012 |
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| Priority | Opening times |
| Total Number of Patient who identified Priority as an Issue | 49 |

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| Survey Results  **12.24% Before 8am**  **20.42% After 6:30pm**  **55.10% On Saturday**  **12.24% On Sunday** | |
| Action | Deadline | Practice Lead | Actions Completed? |
| On Monday, Tuesday and Wednesday the surgery is open till 8pm and on Friday till 7pm | November 2011 | All Drs | November 2011 |
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| Priority | Female GP |
| Total Number of Patient who identified Priority as an Issue | 20% of female population = 642 |

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| Survey Results  This was not in our survey but we have received feedback from many of our female patients that they would like to see a female GP | |
| Action | Deadline | Practice Lead | Actions Completed? |
| The Practice has freed up resource from 2009/10 of £48,000. This has been put on freeze but the PCT will let the practice know by April 2012 if they approve this proposal.  The practice has submitted a proposal to the PCT on how they plan to use this money:  A female GP for 2 session per week of 2 hour session to offer a service to patients.  Proposal  Budget £48,000 over 3 year period  Doctor  Two sessions of 2 hours per week @ £80.00 per hour  = £320 per week  =£16,640 per annum  = £49,920 over 3 years  Consulting room 6 is being used as an office but will become a mirror image of consulting rooms 7, 8 & 9 ready for use by a GP if given approval by 31/03/12. | 31/03/12 | All Drs | Awaiting PCT approval of proposal |
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| Priority |  |
| Total Number of Patient who identified Priority as an Issue |  |

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| Survey Results | |
| Action | Deadline | Practice Lead | Actions Completed? |
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