

**Newington Road Surgery  
Financial Year 2014/2015  
Action Plan**

**Practice Name:** Newington Road Surgery      **Survey Undertaken:** December 2014 - February 2015  
**Date Discussed with Patient Liaison Group:** 26/03/2015      **Results available:** 25/03/2015

No	Section	Issue Identified	Practice Proposal		Anticipated Outcomes
			Action Already Taken	Action to be taken & Timelines	
1.	How easy is it to get a routine appointment?	91.2% of patients answered "easy or very easy" – however in comparison to other results this seems to be an issue.  Although, this is an improvement from previous years (2014 – 84%)  The main issue identified is high DNA rates causing delay in getting a routine appointment.	Patients receiving appointment text reminders and are being telephoned by reception team to remind of their appointments the night before.  Increased capacity of appointment availability.	Review DNA rates and how these can be reduced. June 2015  Review appointment availability and capacity. June 2015	1. Increased patients' satisfaction with the Surgery.  2. Shorter waiting times for the appointments to see the GPs and nurses.  3. Better care for patients
2.	How easy is it to get an emergency appointment?	85.4 of patients answered "easy or very easy" however; in comparison to other results this seems to be an issue.	Increased capacity of appointment availability.  Sit & wait clinic introduced  More telephone consultations available on the day	Review appointment availability and capacity. June 2015  Review peak demand times/dates and change more appointment to book on the day. September 2015	1. Easier to get an emergency appointment.  2. More on the day appointments available.
3.	Are you satisfied with the response time when you telephone the Surgery?	92.7% of patients answered "satisfied or very satisfied" however; in comparison to other results this seems to be an issue.	Following response from the patients that they used to get engaged sound, new telephone system installed in Oct 2014, which introduced two more telephone lines for incoming calls.  Over 75 bypass line introduced.	Continue to review receptionist available to answer the calls, introduce more staff during the peak times. June 2015	1. More call answered within shorter timeframes.  2. Increased patients' satisfaction with the Surgery.