

Patient survey results action plan - updated for 2015/16

<u>Patients said...</u>	<u>We have....</u>
<p>We would like more pre-bookable appointments at different times of day.</p>	<p>Increased the number of pre-bookable appointments available. They are set to open up between 7-14 days in advance of the appointment time and become available at different times of the day.</p>
<p>We would like to have variable appointment lengths and have access to telephone consultations.</p>	<p>Held a meeting with the PRG, doctors and staff in May 2014. Although the idea of variable appointment lengths was considered to be of interest to patients the doctors thought that this was complicated to implement at this stage and has been deferred for consideration at a later stage.</p> <p>Having planned appointments for telephone consultations was considered not to be necessary at this stage as patients can already request to talk to the nurse or doctor and the current system was working well.</p>
<p>Access via the telephone is very difficult when making appointments, particularly first thing in the morning.</p>	<p>Installed a new telephone system at the end of 2015. The final phase was completed on 12 April 2016 when the analogue lines were converted to digital lines. The overall number of lines has increased from 3 to 9; there is also capacity to have 5 calls held in a queue on the appointment line.</p>