

## 2014 ACTION PLAN

- Assess achievements from 2013 Action Plan (see separate sheet)
  
- Continue to ensure that steps are taken to improve uptake of the survey to truly reflect the profile of the surgery
  
- Improve reception services overall –
  - Increasing customer service training with external and internal trainers
  - Introduce a formal, regular meeting on the first Wednesday of every month for all administrative staff
  - Maintain a minimum of two receptionists on the front desk at all times
  - Receptionists to inform patients if their appointment is delayed
  
- Continue to monitor access to appointments on a regular basis and introduce a flyer to help patients understand the appointment system
  
- Separate the next survey results according to which practice the respondent is registered with to reflect the differences in the services offered by LMPC and VMC
  
- Nurses to be encouraged to receive phone calls from patients directly
  
- Look at the possibility of increasing the opening hours, particularly by opening late one extra evening a week or starting at 7 am once a week