

## QUEENS PARK MEDICAL PRACTICE - ACTION PLAN 2015

### PRIORITY AREAS AND PROGRESS UPDATE

#### 1. Phone System

Getting through to the practice on the phone continues to be a problem for some. We upgraded our phone system but patient feedback continues to raise this as an area for improvement.

**Action:** We explored other options with our network service provider and were promised a more sophisticated phone system which would allow us a greater amount of options. Progress was very slow and the service provider needed to be chased constantly. Eventually after having being promised a more integrated system we were told that they were unable to help. This was extremely frustrating. We have reported this back to our PPG and are now pursuing other service providers.

**When:** Changes were required by March 2015. However due to the reasons above this has been delayed and action is on-going

#### 2. Carer Support

Some patients (who are carers) have mentioned that although they receive good support from the practice, they need additional help and support at home but are unaware of whom to ask, where to go and what is available to them.

**Action:** We discussed this internally to see how much the staff knew about this type of issue. See if more information, support and guidance can be provided to reception staff to better inform patients/carers

**When:** Completed in December

#### 3. Online Appointments for other devices

The service for patients to book their appointment online is working well and some comments were received indicating that a downloadable App would be most welcome for patients to use on their mobile devices.

**Action:** We discussed this with our website developers and they have provided a link on our website to the Apple App Store and Android Google Play ([www.queensparkmedical.co.uk](http://www.queensparkmedical.co.uk)).

**When:** Completed in September