

Response to Action Plan

Dr Ali & Partners

Our response to the Action plan 2014-2015

1. Progress of the practice website.

The practice website has been completed and has been up and running since the end of December 2013.

2. Prescription ordering online.

This has been set up. Patients can contact reception for log in details and passwords.

3. Details of the PPG on the website.

There is a facility on the website for details of the PPG; this is under the NEWS tab. We can display the PPG on the home page if this is needed.

4. Online booking system for appointments.

This has been working since January 2014.

5. Awareness of the website.

We are in the process of having screens installed in our waiting room. These will display details of our website with information of how to order prescriptions online and how to book appointments.

6. TV screens.

See comment above. The practice has accrued three large monitors for which we are awaiting installation for. These will display practice news, details of our website, online booking for appointments, requests for prescriptions and current health information such as diabetes checks and flu vaccinations etc.

7. Parking.

This has been looked into. Our practice manager has spoken to the local MP but unfortunately there is no additional parking available.

8. Appointments.

Appointments are always offered within a 24 hour timeframe. Patients can also book an emergency appointment for the same day if needed.

9. Queues at reception.

There are sometimes queues at reception but these are mainly for the other practice whose reception is situated directly in front of the doors.

10. Signage.

There are two separate practices within Northfield Health Centre and these are both clearly signed at the back of reception. We are looking into having the signs replaced and removing the names of doctors who no longer work at our practice.

11. Complaints of appointments being offered for one week's time.

We as a practice have no knowledge of this happening. Patients can be seen within 24 hours unless they are specifically asking for an appointment with a certain doctor who may be away on annual leave. In this instance they will always be offered an appointment with another doctor first.

12. Booking appointments by phone.

We currently only have two telephones on our reception which are manned at all times. We are

in the process of having a new telephone system installed.

13. Background music or televisions.

As there are two practices and other services that use our health centre this would not always be appropriate.

14. Doctor/Nurse not spending enough time with the patient.

Patients are offered 10 minute appointments to see the doctor, they can request a longer appointment if needed. However, when appointments run over this has a knock on effect with the patients waiting to be seen. We now have three nurses working at the practice so there are more nurse appointments available.