

## Terrington Surgery

### ***The Action Plan***

The PPG reviewed the results in March 2014 and it was agreed that our action plan would concentrate on the following:

The continuity of GP across the week is being addressed and a GP who can work more sessions is currently being considered. However, there is a desire to ensure that no GP is working in isolation and we can continue to offer both a male and a female GP every week.

Need to advertise that patients can email the surgery with regard to repeat prescriptions.

Need a notice in the waiting room explaining why patients are being triaged and that it is ok to state that it is a private matter.

To investigate the possibility of extending our opening throughout the week. This may only be by an hour or two but it would provide better access for patients at key times. To open very much longer at this time would not be costs effective.

We will continue to promote telephone appointments to patients where appropriate

The ongoing chronic disease clinic call-ins will be looked at in their entirety for the start of the next year (April 2014). This will ensure consistent call ins/reminders for patients for regular annual and interim checkups.

### ***Sharing our Results & Action Plan***

This report has been advertised by placing a copy on our website and the NHS Choices website and in the patients' information folder in our waiting room. We have also advertised it to our patients through posters and have provided copies when requested. All members of the PPG have also received a copy of the report.

### **Additional Information**

Our opening times are:

Monday: 8.30am – 6pm & 6.30–7.00pm (extended hrs)

Tuesday: 8.30am – 1pm

Wednesday: 8.30am – 4pm

Thursday: 8.30am – 12 noon

Friday: 8.30am – 6pm

For out of hours medical advice patients are asked to ring the surgery number and information is given on how to access medical services

Heather White  
Practice Manager  
27/03/2014