

LONG FURLONG MEDICAL CENTRE
PATIENT REPRESENTATIVE GROUP - ACTION PLAN 2015/16

As a result of feedback from our 2014/15 patient survey the members of Long Furlong Patient Reference Group (PRG) prioritised the following for 2015/16:

Priority	Action
1. Consider increasing the number of GPs to help manage with the growing patient list size.	We will do everything we can to increase the availability of appointments for our patients as soon as possible.
2. Increase the number of appointments that can booked on-line.	We will continue to review the number of appointments that can be booked on-line and increase these in-line with the current recommendations.
3. Make telephone consultations more main stream. Written parameters/protocols about what conditions/symptoms warrant a telephone consultation with a GP	We will write a protocol for our receptionists and a develop a patient leaflet which will explain who to see in the surgery and when a telephone consultation might be beneficial

We recognise that our growing patient list has put significant pressure on the availability of appointments and therefore we will aim to address this and deliver all priorities at the very earliest opportunity. If any of the projects cannot be achieved, the practice will notify the members of the Patient Reference Group and liaise with them on alternative options.

Diana Donald,
Practice Manager, March 2015