

Dordon Surgery - Original Visit 13th April 2015
162 Long Street, Dordon, Tamworth B78 1QA

Practice Information * Information received from Surgery

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Recommendations:

Recommendation 1:

The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.

Has this recommendation been met? Yes No

Comments:

On line access is offered for booking appointments and to order repeat prescriptions. A booking-in screen in the waiting room cuts down the number of people waiting to be seen at reception desk, so that the Receptionist can focus on incoming calls. The appointment system has been changed and is now offering telephone consultations.

Recommendation 2:

Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check in to notify patients of current waiting times.

Has this recommendation been met? Yes No

Comments:

Receptionists continue to inform patients arriving at the surgery that the GPs are running late, if required and they are also going out into the waiting room to inform patients.

Recommendation 3:

The surgery make better use of the Patient Participation Group (PPG) notice board so that patients are aware of the role of the PPG and have opportunity to review documents such as the minutes of meetings and results of surveys.

Has this recommendation been met? Yes No

Comments:

A new board has been purchased and information leaflets are laminated where possible. Friends and Family Test results have been put up on a separate board along with minutes of PPG meetings.

Any additional comments:

Additional actions undertaken following visit:

- The practice will put up a sign to inform patients that they can ask to speak to the Receptionist in private.
- Following a complaint from a patient about the books and toys, it was discussed with the Patient Participation Group (PPG) and decided that the surgery should remove all toys and books. It was felt that parents are unhappy to have children play with them as they may “catch something” and most parents bring their own toys in.
- The lock on the ladies’ toilet has been changed.
- The practice will provide suggestion slips and pens.

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| Date of Enter and View Revisit | 08/03/2016 (Email) |
| Authorised Representatives | Jen Gilder |
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