

**ANDOVER MEDICAL CENTRE
ACTION PLAN 2012-2013**

ACTION	PROPOSED CHANGES	INVOLVEMENT	TIMEFRAME
1. Appointment System	<p>* Review the appointment system, and offer more emergency appointments during the day, especially on the busiest days of the week. Monday and Friday.</p> <p>* Offer appointments in advance for more than one week. Patients only can book appointments up to one week in advance, so we are looking to extend this service to offer appointments for more than one week up to four weeks in advance.</p> <p>*Offer to the patients the option to book appointments online.</p> <p>*Reduce the number of DNA appointments by closer monitoring.</p>	Practice Manager, Doctors, Reception staff.	6 Months
2. Telephone Access	<p>Continue to collect communications statistics - number of phone calls am, pm, etc. to evaluate changes made and make further improvements where necessary.</p> <p>*Increase staff hours availability, based on the daily statistics. Patients should be able to get through the phone and Reception should be able to answer the phones in minimum time.</p> <p>Review the telephone system and find out the possibility to add new lines.</p>	<p>Practice Manager, Reception Staff.</p> <p>Partners and Practice Manager</p>	<p>Daily</p> <p>Review Quarterly</p>
3. Opening Hours	<p>*Analyse and review the option to open a different times e.g. lunch hour or early in the morning.</p> <p>Open in the mornings 10 minutes before 9 a.m. to avoid queues and delays for the morning appointments.</p>	Partners, Reception Staff and Practice Manager.	6 months
4. Improve Reception Customer Service	<p>*More training to all Reception staff in customer service should be done to improve communication between patients and reception. In house training through monthly meetings and book an external course on customer service.</p>	Practice manager	6 months