

ACTION PLAN

Practice Name Downton Surgery	J83043
Date of meetings	28 th June 2012 29 th November 2012
Attendees at meetings	Sarah Jennings, Dr Paul Borrelli, Dr Jackie Cheng, Dr Matthew Roberts, Chris Benton, Chris Barrass, Alison Moth, Trevor Halski, John Brealey, Joan Edwards, Amanda Butterworth and Laura Meech Jane Frith Russell Frith, Joan Edwards, Carol Hurford-Jones, Keri Hurford-Jones

Overall Summary

Areas identified by group	Over running drs appointments
Action to be taken	Redesign appointment rota.
Time scale	End of July 2012
<p>The group discussed the appointments. There is often a long wait when patients arrive at the surgery. We all agreed it was because patients wait so long to see the doctor of their choice, they have more to discuss therefore taking longer than 10 minutes. Also patients are booking appointment a long way in advance sometimes up to 8 weeks 'just in case' this blocks appointment and makes the system difficult to manage.</p>	

Redesign the appointment rota allowing only two weeks of pre booked appointments. This will stop patients booking many weeks in advance.	Doctors will be able to book chronically ill patients up to 4-6 weeks in advance.	July 2012 Review November 2012
The new system will start at the beginning of July 2012.	The review has taken place with the PPG and all agree the new system is working well.	July 2012 Review November 2012