

	Action Plan for PPG Group/Survey Nov 2013		
item	situation	comment	action
1	Doctor	The need to have extra Doctor's was also a question raised. Patients feel by not having enough GP's maybe the result of not having enough appointments	We have looked at this closely and are looking into employing a salaried GP. We have been looking now for some time, but have not found the right candidate as yet. - This year we have employed Dr Kwan as our new salary GP

2	Telephone	Getting through via the telephone is proving difficult.	<p>PPG Members have asked if we could perhaps look into having volunteers to come into surgery to answer calls in order to help with the amount of calls we are receiving on a daily basis. We did implement this, which unfortunately through no fault of anyone, was not successful. We have since looked at making changes which incorporates more staff members being able to take calls, but this will be monitored as other staff members have their own job role. Also we are in the process of having a cancellation of appointment on our phone system.</p>
		REVIEW IN: APRIL 2014 - 2015	


