

Hartington Surgery Action Plan

Suggestion and proposals agreed by Hartington Surgery Patients Group

Patient Participation Group Suggestion	Discussed and agreed with Patient Participation Group	Proposed Action	Timescale	Action Completed
Disabled car parking – there is not enough disabled car parking spaces	19/11/12	Remove existing yellow lines which mark out parking bays and remark to allow for another disabled parking space at the front of the building	31/03/13	Existing lines removed. New DDA compliant bays to be marked out in existing place and where 'doctor only' parking space currently is.
Car park – hole in tarmac at main entrance	19/11/12	Fill hole and repair tarmac	30/11/12	30/11/12 – repairs completed
Waiting times – clinics often run late causing extra waiting for patients	19/11/12	Meeting with Clinicians Clinic slots have already been increased to 15 minutes from 10 minutes. Audit average length of waiting per patient – identify problem areas/times.	31/03/13	16/01/13 – Discussed with whole team at QUEST meeting Audit completed to establish average waiting times. Patient education -book double slots when required -article prepared for the next newsletter and waiting room display screen message. Avoid 2 people being seen in 1 clinic slot. Reduce interruptions – only medical emergencies. Catch up slots to be included in clinics. Receptionists to keep patients informed if clinics are running late. Clinicians to start on, and keep to, time wherever possible. Patients arriving late to be seen at a convenient space or at end.
Light reflectors – would be useful to have coloured light reflectors on the corner of the wall	19/11/12	Install coloured light reflectors at both end wall and side wall	31/03/13	13/02/13 – both end and side wall reflectors have been installed.

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Saturday morning opening	19/11/12	Current extended opening hours are well received and well used by patients. Both pre-bookable and same day emergency appointments are available Monday to Friday. There is no evidence to suggest that Saturday morning opening would improve upon current provision.		Extended opening hours are provided on Wednesday mornings from 7.00am to accommodate patients who are unable to get to the Surgery during normal opening hours. Full out of hours provision for Hartington patients is provided by Derbyshire Health United on Saturdays. This service can easily be accessed by telephoning the normal Practice number, out of hours calls will automatically be directed to Derbyshire Health United via 111.
High backed waiting room chairs – cushions are in need of repair	19/11/12	Contact supplier or upholsterer to repair or replace cushions.	31/03/13	30/01/13 – cushions replaced. Woodwork rubbed down and re-stained in high gloss varnish.
Waiting room display screen – wires hanging untidily from back of monitor	19/11/12	Wires to be secured safely behind the monitor	30/11/12	30/11/12 - completed