

**Ilkley Wharfedale Medical Practice  
Patient Participation Group Local Survey - Action Plan 2013-14**

<b>No.</b>	<b>Question</b>	<b>Responses</b>	<b>PPG Comments</b>	<b>Actions</b>	<b>Lead</b>	<b>Progress</b>
8	Booking an appointment in advance	14.2% of patient surveyed stated that they couldn't book an appointment with a GP more than two full working days in advance.	Online booking of appointments would not be available until the practice had migrated to SystmOne. The PPG expressed some concern that all appointments would be booked online but RP and DC confirmed that this would not be the case and saw that many patients would still make appointments by the telephone. Patients would need to register for a unique login and password and we would then be able to ascertain how many slots need to be made available for online booking.	Advertise SystmOnline on the website, put a message on the call board and a message on the right hand side of scripts.	Practice Manager	Complete
12	Booking of GP appointments	47.7% stated they would like to see appointments of different lengths.	It was stated that this was already available and is why reception ask patients why they need an appointment to ensure they are booked with the correct healthcare professional and for the most appropriate length of time. The PPG felt it would be helpful for Reception to explain this information so that patients wouldn't feel it an invasion of privacy. On many occasions, problems could often be dealt with over the phone or by the Practice Nurse, saving both the patient's and clinician's time.	Ask Reception to explain to the patient why they are asking the nature of their appointment. Information to be also added to the 'appointment' section of the website.	Practice Manager	Complete
28	General Feedback	Several patients had commented that the waiting room being a little 'tired'.	The PPG stated that new notice boards and leaflet holders would be beneficial. One of the boards could be used by the PPG and to promote self care. It was also highlighted that the chairs were worn and in need of recovering.	Order new notice boards and leaflet holders. Plan to recover the chairs in the waiting room during the forthcoming financial year.	Practice Manager	Complete