

Service Provider Response Form

Name of Service: Manor Park Surgery

Date: 14th November 2018

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Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Review staffing of the telephone appointment system to make it easier for patients to get through on the phone.	We continue to make improvements on the telephone and will start to analyse calls received and trend patterns over the week to ensure we have the right number of staff and at the right time.	Clinicare	Ongoing
Consider staggering the time appointments are released to ensure flexibility for patients unable to book appointments during normal working hours.	We have requested support from the CCG to assist us with some Capacity and Demand Planning and we also plan to conduct a patient survey in the new year	Clinicare & Partners	2019
Consider introducing more out of hours appointments.	On 3 rd November 2018 we joined the Pudsey hub which is a collection of GP practices offering weekend and weekday		

	evening appointments from one location, in addition to our core service		
Look into promoting the online booking system widely to increase its use.	We will continue to promote on-line access to our booking service which has doubled in the last 15 months from 17.5% of patients to 35%.	Clinicare & all MPS staff	Ongoing
Improve and update the patient notice board to make text larger and incorporate pictures.	Where possible we will ensure that our font size on in house printed documents is larger and easier to read.	Clinicare	Ongoing
Consider how promotion of the purpose, meeting and minutes of the PPG could be improved to raise awareness.	We have a notice board in practice displaying this information and it is also on our website. We will continue with this.	Clinicare	Ongoing
Regularly update patients about any changes relating to the surgery, preferably in advance.	We will update our PPG in advance and where possible, at one of our quarterly meetings and consult with our patients i.e. our patient survey	Clinicare & Partners	Ongoing

Review training programme for all receptionists to include customer service.	In 2017, the reception team received training in Patient Care, Patient Confidentiality & Patient Consent. We will look to repeat similar training in 2019.	Clinicare & Partners	Ongoing
Ensure GPs are explaining the purpose and results of examinations and tests.	We have recently undertaken a piece of work with the QuickStart Programme which focussed on the clarity of information given to patients. This is an ongoing piece of work and training is provided for all clinical staff.	Partners	Ongoing