**THE ACTION PLAN ![C:\Users\general\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\CCPRTNSU\MC900018959[1].wmf]()**

Although there were many complimentary comments in the response to the Patient Questionnaire, the negatives were:

* Reduce waiting times
* GP to arrive on time
* GP to listen to all symptoms
* Earlier opening times

**Reduce waiting time**

A GP is allocated 15 minutes to see each patient but sometimes a patient may need longer. It is difficult for a GP to keep strictly to the time allotted and this can result in longer waiting times for patients. We have noticed that a lot of patients that attend to see a GP could have been seen by a nurse as many consultations are for coughs, colds, sore throats etc. To rectify and reduce waiting times we have employed another Nurse Practitioner which will help with first contact care. We will now have 41 hours of nurse cover Monday to Friday. Patients will be encouraged to see the nurse practitioners for all minor illnesses and both the nurses are able to prescribe. We will advertise this via posters in the waiting area, the practice website and newsletter.

**GP to arrive on time**

With the changes from PCT to CCG GPs have additional roles in regards to clinical commissioning and clinical leads and it is sometimes difficult to juggle these commitments. Once the CCGs are fully operational and running smoothly GPs will have a better idea in regard to managing their time. However with the additional nurse hours and the fact that both nurses can prescribe patients will be advised to book appointments with them for first contact care.

**GP to listen to all symptoms**

In this practice we do allow a longer than normal consultation time of 15 minutes compared to other practices which only allow 10 minutes. For the vast majority of patients this is working quite well. There are some patients who may require longer but because of time constraints may have to be dealt with over two appointments rather than one. We do not have unlimited time for each patient and of course this would be unfair to other patients with booked appointments who they themselves may be running to a tight schedule.

**Earlier opening times**

The practice opens at 8.30am Monday and Tuesday and 9.00am Wednesday to Friday. It was commented in the survey that the early nurse appointments were very good. With this in mind the new appointment of an extra nurse practitioner will mean that the surgery will now open every day Monday to Friday at 8.30am and patients will be able to book appointments with a nurse practitioner from 8.30am.