

# Langley Health Centre Survey February 2012

The survey illustrated 3 key areas we need to tackle and improve on:

1. Getting through on the phone
2. Telephone advice from a health care professional
3. Booking an appointment with the Doctor

Proposals –

## 1. **Getting through on the phone**

- Utilise the telephone auditing software to monitor what is going on.
- Look into performance of all front line staff answering the telephone to ensure timely answering of calls.
- Consider the number of patients on the queuing system.
- Provide quick cancellation of appointments via the telephone system.
- Review the number of book ahead appointments to reduce the demand for patients booking on the day.
- Increase the number of walk in open surgery appointments, so no need to book by telephone

## 2. **Telephone advice from a health care professional**

- Increase awareness.
- Advertise while waiting in the telephone queue, the options for speaking to the doctor, results, open surgery etc .
- Review allocation of appointments, change the way we book ahead.

## 3. **Booking an appointment with the Doctor**

- Increase the number of open access surgeries possibly on a daily basis.
- Aim to reduce non attendance.