

Handbridge Medical Centre Patient Participation Survey Action Plan – [View a Breakdown of Our Survey Results](#)

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
Improve telephone access for patients between 8-10.30am	To provide an additional member of staff to answer the phones between 8-10.30am.	Practice Manager	Training to take place during March. Additional member of staff available from 2 nd April 2012	Business case in place to recruit two apprentices' to help increase capacity within the team and allow for the extra cover 8-10.30am	Two apprentices' started in February 2012. Training is ongoing during March and we are on track to have the extra member of staff answering phones from 2 nd April.
Comfort of the Waiting Area	To provide fully washable scatter cushions in all waiting areas for patients to use.	Senior Partner	Cushions to be in place by end of March 2012	Practice to cover the cost of the cushions and ongoing laundry	Cushions were bought in February and are available in all waiting areas. We have different colours in each waiting area.
Waiting time in the Practice	To put together a communication for patients to give them information on when best to ring the surgery and when to book a double appointment.	Practice Manager and Chair of the PRG	Communication to be available to patients during March 2012	Practice to cover the cost of paper and printing	A 'Please Do Please Don't' patient information leaflet has been put together. It is displayed in the practice, on the website, available to pick up in the surgery and been attached to every repeat prescription that is being sent out to patients.
Parking on Greenway Street	To start a dialog with West Cheshire and Chester Council to see if parking provision on Greenway Street can be improved.	Practice Manager	Initial communication to be sent to Local Councillor in February 2012.	Practice Manager time	Confirmation that the letter has been received and that the councillor is taking the issue up with the relevant departments on our behalf.