

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: **Telephones**

We have identified that we failed to deal with our patients in a timely manner particularly during the period of November and early December 2014 when we migrated to Emis Web and some comments reflected this in our survey.

What actions were taken to address the priority?

We have taken immediate action in having extra telephone lines added and employing more staff to answer the telephones at busy periods.

Result of actions and impact on patients and carers (including how publicised):

Our aim is to answer all calls in a timely and efficient manner and we believe this has improved. This should improve patient experience in contacting the surgery. We have publicised this on our website in our fuller report.