

Priority area 3

Description of priority area: **Reception Staff**

What actions were taken to address the priority?

We have seen an improvement in patient satisfaction with our Reception team and will continue to support all Staff with annual training with Customer Service skills and to have more awareness of patients who may have significant learning disabilities.

This year we are holding a half day protected learning session for all Practice Staff to further build on their skills.

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

This should further improve patient satisfaction with our Reception Staff

We welcome all feedback on our performance and our on-going Friends and Family Test will encourage patients to feedback on the service provided. This is open to everyone and is available in practice and online on our website. To date we have received very positive feedback.