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| **Issue** | **Who** | **Action** | **Timescale** | **Update - March** |
| Online booking | Practice Manager | Appointments | By Dec 2013 | Training in May 2013 |
| Online Prescriptions | Practice Manager | Prescriptions | By Dec 2013 | Training in May 2013 |
| To look into the  Telephone system i.e. Queuing | Surgery | Discussion with phone co. And Partners | To report back at PPG meeting in February | PPG agreed too expensive in current climate > £10k to implement and still tied in to current provider for 18 months |
| Information to patients through local magazines | Practice Manager and Chair | Chair to liaise with Practice Manager in time for each publication | Next issue is Feb 2013. Submit early January | Newsletters sent to Lepton Life & Yetton news for publication. |
| Lack of customer friendly atmosphere in the surgery | Surgery | Looking to separate front and back desks to remove glass doors between receptionists and patients | Long term plan | Met with joiner Feb 2013. Waiting for confirmation of funding from NHS Kirklees |
| Name badges for staff and staff photos | Surgery | Staff to wear name badges so patients know who they are talking to. | By next PPG meeting in February | Ordered and staff now wearing name badges. Photos deferred as not yet agreed. |
| Complaints notice | Practice Manager | To put up in both surgeries a short and easy to read notice. | By end of January | New notice currently displayed on PPG board at both sites. |

**Dr Barnwell and Partners**

**2012 survey – action plan**