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## THE TOLSEY SURGERY

### Action Plan following Patient Survey 2011

Item	Action	Date of Implementation
Appointment System Lack of 48 hour appointments and general shortage of appointments	The appointment system has been adjusted to give more 48 hour appointments which has reduced the need for patients to call back. This has also alleviated the availability of emergency appointments as they were being used when 48 hour appointments were not available.	Already implemented but ongoing monitoring to take place.
Telephone System Complaints that it is difficult to get through to the surgery to make appointments. Patients are still frequently held in a queue at busy periods.	The telephone system was re-engineered to enable callers to get straight through to the dispensary, secretaries or cancel appointments on the dedicated answer machine. Additional staff have been brought in at the very busy periods to help answer the phones – 3 people answer the phones and make appointments on Monday mornings.	Already implemented.
Only 62% of our patients said they find it easy or fairly easy to speak to a doctor or nurse.	Our nursing service has changed significantly in the last few months. We have Lauren and Kirstie running extra phlebotomy clinics; Sally has more	Already implemented

	<p>appointments and she is carrying out INRs, wound dressings, NHS health checks, new patient medicals, spirometry and stop smoking. Sue also has more appointments and she is able to carry out a wide range of services, including minor injuries and a number of cases that have traditionally gone to the doctors.</p>	
<p>Old magazines in waiting rooms</p>	<p>Patients to be asked not bring magazines into the surgery. A supply of magazines will be provided by the surgery and regularly updated.</p>	<p>March 2012</p>
<p>Untidy notice boards</p>	<p>The notice boards have been considerably thinned out. Patients are to be asked not to put their own notices up on the surgery notice boards. Any that appear will be removed. There is a dedicated part of one notice board in the downstairs waiting room for village news, which is to be more closely monitored and tidied.</p>	<p>Already implemented</p>