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| **Plan****What has to be done** | **Named lead** | **Deadline dates****Finish** | **Action to be Taken** |
| Obtain a bell to put on reception desk for reception to use to alert members of staff in the back that this person requires help at the front desk. | Nisa Iqbal | 29.04.2016 | Nisa to place on order on next stationery order. |
| Upgrade to a new telephone system.  | Nazmeen Khan  | 31.05.2016 | Naz to arrange meeting with new supplier |
| Improve Customer Service | Nazmeen Khan & Unees Iqbal | 31.05.2016 | Customer Service NVQ training for receptionist. |
| Improve Access & Appointments system | Nazmeen Khan | 31.05.2016 | Approximately 60 Additional appointments to be available from 02.04.2016- new staff employed Advanced Nurse Practitioner |
| Confidence and trust in GP/NURSE/HCA | Nazmeen Khan | 31.05.2016 | We have employed a permanent practice nurse and advanced nurse practitioner instead of locums. This will ensure patients will have increased trust and confidence in the clinicians. |