**PPG Survey – Action Plan**

1. Produce an updated ‘self-check-in’ user guide and Reception staff to encourage patients checking in at Reception, to use the touch screen in future

* Reception staff to work hard to avoid negative attitude (i.e. “it didn’t work”) if there has been a user error

1. Amend the Privacy signs currently on display at each Reception desk and staff to practice privacy techniques when conversing with patients as far as practicably possible

* Practice Management team to investigate other ‘waiting / queuing tools’ to prompt patients that are waiting for a free Reception desk, to stand back from patients at the desk

1. Continue to promote and drive GPOS usage to encourage those people who can book online, to book online (with the aim of improving the question seven positive response rate)

* Reception Manager to re-design GPOS sign up form to promote the benefits of and ability to access medical records

1. Investigate further customer service training for Reception staff in addition to the yearly training that already takes place