

**Moreton Cross Group Practice Patient Participation Group**  
**meeting 17 March 2012**  
**Results from discussion of 2012**  
**Improving Practice Questionnaire**

<b>Priority for Action</b>	<b>Proposed Changes</b>	<b>Who needs to be involved</b>	<b>What is an achievable time frame?</b>
Telephone Access	Increase the accessibility of the telephone for making appointments	Practice Manager, Office Manager, Reception Team, PPG members	July 2012
Waiting Times	Look at strategies to make waiting times shorter for patients	Doctors, Practice Manager, Office Manager	August 2012
Waiting Room	Improve the environment in the waiting room	Doctors, Practice Manager, Office Manager, PPG members	June 2012