

<b>Reference:</b>	FOI.11264.23
<b>Subject:</b>	Plans for Argyle Street Surgery
<b>Date of Request:</b>	14 March 2023

**Requested:**

Further to your response FOI.10744.

The doctor hour/patient ratio for all the other surgeries you listed are in the mid 40/50 range. So by your own reckoning the Argyle Street Surgery is under a lot more pressure than the other surgeries. What plans do you have to improve this?

**Response:**

Hywel Dda University Health Board (UHB) can confirm that it has been working through an action plan with Argyle Medical Group and can confirm the following improvements have been undertaken:

- All staff have now completed the care navigation training.
- Appointments are available for advanced booking.
- The appointment system has been re-designed to ensure a mix of remote, face to face, urgent, on the day and pre-bookable appointments are available.
- Argyle Medical Group has carefully considered the Access infographics to display to the patients in order to publish them in an effective and positive way. Infographics will be shown on its web page.
- The practice has completed 575 Patient Questionnaires and discussed results during a collaborative meeting.
- All digital requests are dealt with in a timely manner