

Patient Survey Action Plan for 2013

Following the comments received from the Patient satisfaction questionnaire

The practice and the PPG have agreed on an Action Plan for 2013

Too many questions are asked when booking an appointment

Staff have now been given further training and appropriate protocol to follow when answering calls and dealing with giving appointments.

0844 number very expensive

Practice has already changed the phone number to the local 0116 number.

Difficult to get appointment when you want especially when you work full time.

Practice is aware of the problem about offering appointments to the people who are working and is in the process of recruiting more doctors to fulfil the demand.

Majority of times I am put on hold for longer than 20 minutes

Staff have been made aware of this comment and advised to deal with the patients more promptly and efficiently and avoid long waiting time on the phones.