

Patient Survey Action Plan for 2014/15

Following the comments received from the Patient Satisfaction Questionnaire
The Practice and the PPG have agreed on an Action Plan for 2014/15

Surgery opening hours

- Comments have been received on surgery opening hours.
- Patients are requesting the practice to consider the following options:
 - a) Late night opening
 - b) Longer hours
 - c) Weekend and evening opening

This is already under discussion but as the practice is under restructure of Partners leaving and new partners joining the Practice from 1st April 2014.

It is already on the agenda to implement extended hours and this will take effect hopefully when the new partner joins the practice from April 2014

Long wait to see the doctor

- Practice Manager and IT manager will audit the data and take appropriate action to reduce waiting time.

Online Booking Appointments.

- Practice has already introduced the on line booking option and it is fully accessible and running effectively.

Overall there were positive feedback for the care and service patients receive at both of our Practices.

Staff is polite, efficient, helpful, friendly and good customer care.

Doctors are helpful, friendly and efficient. Polite, efficient, and good customer care.