

## Patient Survey March 2014

### Action Plan based on Conclusions and Recommendations

The survey, completed in March 2014, looked at patients' experience when booking an appointment. This Action Plan should be read in conjunction with the report on the findings of that survey and the Conclusions and Recommendations contained in that report dated 20 March 2014.

Relevant para of report	Issue	Identified Action	Person Responsible	Target Date For Completion	Date Completed
3.1	Apparent lack of patient awareness of on-line booking of appointments via the Patient Access service	1 Produce new poster for Patient Access and display prominently in surgery together with existing posters.	1 John McGrath	31 March	20 March
		2 Refer to Survey in PPG Newsletter	2 John McGrath	31 March	20 March Newsletter Issued.
		3 Reception staff to be more proactive in asking patients if they are interested in registering for Patient Access and continue to offer service to new patients at New Patient Check	3 Reception Staff	In place and ongoing	In place and ongoing

3.2	Need to continue improvement shown in the number of patients getting to see a Doctor within 2 days.	Remind patients of the need to let us know when they are unable to make it to their appointment to enable reallocation of that appointment slot by:  1 Notices in surgery  2 Article on Practice website	John McGrath  John McGrath	31 March 2014  31 March 2014	20 March 2014  27 March 2014