Patient Survey Action Plan

We did a survey of 56 random patients in the surgery after they had seen a GP.

* As agreed in the last action plan the practice will continue to monitor the satisfaction of getting through on the telephone through the use of the annual survey
* New telephone system
* New reception staff now fully trained
* Regular GPs now in situ, finished at CH so now more continuity with regular gps
* More pre-bookable put in the appointment system
* 2 receptionists now on the front desk
* Advertised the extended hours more and an opening time put up on the front door
* PPG group coming in every Thursday to promote on-line booking
* Text messaging set up
* More GPs doing clinics
* More information has been put on the website
* Virtual PPG arranged
* Facebook page set up