

Patient Survey: Action Plan February 2015

Introduction

We carried out a series of Patient Surveys in order to measure our patient satisfaction and experience.

The results of the survey were shared with our Patient Reference Group and Practice Staff and following consultation, the Partners and PRG have agreed the following action plan.

Action Plan

Issue raised	Action	Lead	Action Date
Continued dissatisfaction with getting through on the phone	Regular monitoring of phone system to ensure operational efficiency and teething problems resolved; secure a resolution to any issues by telecoms provider	Jane Kimber Business Manager	July 2015
Marketing of available services	Patients knowledge of additional services	Jane Kimber Business Manager	Continuous
Staffing of phones at 8am	Formation of Patient Participation Group Consult with Patient Participation Group on options for staffing Carry out feasibility study on options	Jane Kimber Business Manager	October 2015