

## **Patient Satisfaction Survey – August 2016 – Action Plan**

Discussed at Patient Participation Group Meeting held on 14<sup>th</sup> February 2017 as follows:-

Dr Mohabir said as we have discussed our survey results at the last couple of meetings we have agreed the action point for us to take forward this year will be to trial an introduction of on-line telephone appointments. Those present agreed with Dr Mohabir and Sharon Harrison that this has to be trialled as we are not aware of any other practices adopting this style of online appointment. Sharon Harrison is keen to ensure that we are able to identify sufficiently for patients to see the difference between booking a face to face appointment here at the surgery and a telephone call back appointment. We are in final discussions with our team on implementation. SH will advise PPG members once we have a 'go live' date.