

## **Patient Satisfaction Survey August 2017 – Action Plan**

### **1. Initiated Patient Satisfaction Survey – June 2017**

### **2. Collected data during June, July & August 2017**

### **3. Summary points raised:-**

- Access to Practice via telephone
- Appointment System – inadequate numbers of appointments
- Attitude of staff and clinicians

### **4. Actions carried out to-date:-**

- October 2017 - Introduction of filtering of incoming telephone calls to the Practice with a view to reducing the patients wait for an answer and giving them the information they are seeking sooner. This also included information on prescriptions and our on-line services.
- October 2017 – Consistently Achieving Exceptional Service training course carried out for all Administration Staff in the Practice by an external facilitator with a view to improving patient communication on the telephone and face to face.

### **5. Agreed to be presented at next PPG meeting 21.11.17**

01.11.17