Patient Satisfaction Survey, November 2018 – January 2019

# **ACTION PLAN**

1. Add more pre-bookable appointments morning and afternoon
2. Put more pre-bookable appointments on line
3. Add more available appointments using the Salaried GP’s
4. Allow appointments to be pre-booked up to 3 weeks ahead
5. Make more appointments available in the afternoons
6. Prepare and distribute (including on the web site) a News Update Sheet (to be published monthly)
7. Prepare, print and distribute a Patient Info Card for all patients to take away
8. Start up a monthly Info Chat to take place in the rear of Waiting Room. A two hour “Chat forum” run by volunteers with visiting experts to converse with interested patients. Current potential topics are: Pain Management, Memory Loss, Late onset Diabetes. Inaugural date planned for Friday 8th February.
9. Run another PPG “open” house in June in line with NAPP suggestions.

10)Complete another brief Survey in July to analyse effect of the changes made