

EAST BARNWELL HEALTH CENTRE PATIENT PARTICIPATION GROUP

2013/14 ACTION PLAN

As a result of the patient survey the practice has agreed with the Patient Participation Group to look at three areas for improvement highlighted in the survey results.

1) Telephone access: The survey highlighted this area as still problematic with patients still finding it difficult to get through to reception.

We are going to have a look at this again and see if we can make further improvements as we understand it must be frustrating for patients trying to access our service.

2) Booking appointments in advance: The survey also highlighted that it is important for patients to be able to book in advance and patients are finding this difficult to do.

We are going to audit our appointment booking system to see if we can find a better balance for both the daily demand and pre-bookable appointments.

3) Seeing your own GP: This is recognised as being important to patients and has also been reflected in the survey results. It is also agreed to be a difficult issue to resolve as no GPs work in the practice every day. However, we are also going to have a look at this to see if we can offer advice for patients who find this particularly difficult.

Thank you to all who have filled in the survey this year and also to all members of the Patient Participation Group.