|  |
| --- |
| **PATIENT PARTICPATION GROUP SURVEY**On behalf of the Patient Participation Group (PPG) and the surgery we would like to thank all of those patients who took the time to complete the survey. We were delighted with the number of very positive comments about the Practice: for example, 95% of those who replied have confidence in their doctor. We have now analysed the results and can confirm that patients do have a number of concerns and alongside the PPG and the surgery we have produced an action plan in order that we can address the issues raised.The key points are as follows ~* Telephone System

Main Concern: The compatibility of the telephone system and being kept waiting before speaking to a receptionist.Action: We are currently working alongside our telephone provider in order to make improvements to our current system. We are soon to publish a new website which will provide easy access to enable patients to use the on-line booking system to book appointments, order prescriptions etc.* Reception Team

Main Concern: As per telephone system, patients would like their call answered promptly and to be greeted by a face at the desk.Action: We have increased the number of administration staff within the surgery and have additional staff on the reception team, together with additional hours in the prescriptions team. We have appointed an Assistant Practice Manager who will work with our Senior Receptionist to look at our work flows and improve where necessary. This will include looking at volumes of calls by the hour to see if we need to put more resource in at certain times during the day.* Access to Building

Main Concern: Heavy doors at front not user friendly to some patients.  Action: We are currently working with an electric door manufacturer in order to improve the door access to all our patients.The PPG would like to thank the staff for their hard work and both the PPG and partners express their thanks to all patients for their co-operation. By WORKING TOGETHER we believe that we can continue to implement changes that will benefit all patients.18.03.2012 |