

Patient Survey Feedback

Please find below details of the action the Practice has now taken that were outstanding from our 2012 and 2013 patient surveys.

2012 Survey

We agreed we would aim to:

To implement a pilot scheme for on-line booking of nurse appointments.

We have

We have looked at ways of implementing nurse appointments but have decided to put this on hold for the time being due to staff changes and the implementation of a new clinical system last year.

2013 Survey

We agreed we would aim to:

To produce and display in the surgery information leaflets on the following services to try to avoid non A + E attendances: NHS 1-1-1, Minor Injury and Walk-In centres

We have

Members of our Patient Participation Group have produced an information leaflet that gives details of alternative services to try to avoid patients attending A + E that is available on our website and in the waiting room.

We agreed we would aim to:

To produce and display in the surgery an information leaflet of the in-house services the surgery provides to avoid A + E attendances.

We have

Information of these services is available in the waiting room as well as on the Practice website.

We agreed we would aim to:

To promote the alternative services to A + E on the practice website and on the surgery waiting room screens. NHS 1-1-1, Minor Injury and Walk-in centres

We have

Our waiting room screens and Practice website provide information on alternative services to attending A + E.

Thank you once again for all of your comments and to everyone who completed the survey.