

## **UPDATE ON PATIENT SURVEY ACTION PLAN - 26 MARCH 2014**

### **INFORMATION ON PATIENT SCREEN IN WAITING ROOM:**

- Contacted the Clinical Commissioning Group IT people to ask if they can enable our system to display a bigger selection of information than currently is available.
- Email sent to CCG IT to find out how long it will be before Radio can be played out from the screen with the ability cut out when patients are called (currently unavailable)

### **SELF CHECK IN**

- A bigger notice to encourage patients to use the screen is now in place and the bookcase and leaflet stand have been removed to make the check-in point more obvious.

### **ONLINE APPOINTMENTS/REPEAT PRESCRIPTIONS**

- There is now a pop up (news and notices) on the website front screen to encourage online access
- Practice has emailed everyone we have an email addressed for to tell them about the online access
- We have produced a flyer to attach to prescriptions

### **TELEPHONES**

- On Tuesday and Thursday the phones are now answered from 1.30pm so this give patients an extra hour to access the practice per week

### **GENERAL**

- A Newsletter has been drafted but not issued yet as all the team need to be involved in its content to ensure it is useful and informative

**26 3 14**