

PRG Agreed Action Plans 2011-2012

You Said	We Did	Outcome
<p>Patients are not aware of the variety of appointments available to them at the practice and when and how they should obtain these</p>	<p>Created a letter informing patients of the availability of appointments and how and when to obtain them</p>	<p>Letter was distributed to patients at the surgery</p>
<p>The practice website is not advertised as much as it should be</p>	<p>Created Posters to put in practice waiting room advertising the website and on added the message of website to the LED Display board.</p>	<p>More advertising of practice website and services</p>
<p>Would like the questionnaire on the website so more patients can fill these out, especially those who do not come to the surgery often</p>	<p>Have taken this into consideration and will do this for the next questionnaire</p>	<p>Currently in progress</p>
<p>Unhappy with the failure of the new health centre building as was looking forward to new building</p>	<p>Will feedback to the Hillingdon PCT</p>	<p>Currently in progress</p>