

**PATIENT PARTICIPATION MEETING
AT ROSS ROAD MEDICAL CENTRE, MAIDENHEAD
On 20th February 2012**

PATIENT SURVEY ACTION PLAN

A. Telephones

1. Two receptionists will now answer patient's calls, where before there was only one.
2. We have telephone access to Dr's and Nurses (our website will be available shortly to direct patients). We will also advertise this internally within the practice.

B. Surgery Opening

3. Surgery is now open on Thursday pm. Patients may not be aware, we are now advertising this via notice and on repeat prescriptions.
4. Due to changes in the practice, we now aim to provide continuity of care with regular doctors and nurses. We appreciate in the past this has not happened.

C. Appointments

5. With an extra surgery on Thursday afternoons our number of book ahead and on the day appointments will increase.
6. Reception staff will ask patients for the reason of their appointment so they can directed to the most appropriate health professional to reduce inappropriate attendances to the doctor.
7. Patients who do not attend (DNA) their appointments will be contacted by the office manager to reduce the DNA of their appointments.
8. The surgery will conduct an internal audit of recurrent attenders to the practice with chronic health problems to develop a case plan for them.

