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# Bridge Surgery Newsletter March 2013



## Survey Report and Action Plan

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**We would like to thank all patients who took the time to complete a survey last year and hope that you can see how we use the results to improve our service.**

**Copies of the 'Improving Practice Questionnaire' Report are now available to view in the waiting room and on the website at [www.bridgesurgery.net](http://www.bridgesurgery.net)**

The report has been shared with our Patient Group and discussed at our last meeting on 27<sup>th</sup> February 2013. The action plan below has been agreed by the practice and Patient Group in order to address two areas that were highlighted as requiring improvement. The action plan will be carried out over the next 12 months.

### **Comfort of the Waiting Room**

Improve the comfort of the waiting room by:

- Replacing the waiting room seating.
- Considering the layout of the seating and the possibility of using screens and/or relocating the electronic patient call board.
- Having magazines available.
- Providing more patient information through leaflets, general practice information and a 'message of the moment' in frames on the pillars either side of the reception desk.

### **Telephone Access**

Improve telephone access to the surgery by:

- Widely publicising the two surgery telephone numbers.
- Widely publicising when the telephone lines are busiest and asking patients that unless they wish to make an 'on the day' appointment to avoid ringing at these times.
- Requesting patients to ring after 12 noon for test results.
- Allowing patients to book appointments via the internet.

**If you have any comments or feedback about the survey report and/or action plan please do so on the reverse of this newsletter and hand to the receptionist or via the 'comments' page on the website. Thank you.**