

Patient Questionnaire Action Plan

Survey Findings	Agreed Action	Action By Who	Action by When	Date Completed	Comments	
You were unhappy with opening hours at weekends	Opening hours published on website and Notice Boards	Avril Hurt	Immediately	Nov-11	Patints wanted to see a nurse as well as being able to see a GP. Nurses now work Saturdays with the GPs	
Information in the parctice very sketchy. Most of the Group were not aware of EMIS Access on line	EMIS Access to be promoted with the Practice by way of a notice board, messages with prescriptions and opportunistic times. Newsletter for the waiting room	Avril Hurt	Immediately	Nov-11		
		The Group/Practice manager				It was thought by the group that this would be a good idea to keep patients updated with what is going on. We will work towards this during the next year.
				During the 2012 year		