

Action plan from Patient



Survey 2014/15



- 1. Look at including specific times of nurse and HCA appointments in the timetable (done for Bradwell)**
- 2. Article in next newsletter on dispensary to include – OTC, using access and Email, reason behind 48 hr delay and 1 month prescriptions. (done)**
- 3. Advert promoting Access in newsletter (done) with patients complementary comments added to display.**
- 4. Article in newsletter regarding the need for music, ask for suggestions for improvements, look at changing channels at different times of day? (done)**
- 5. Include triage times in the timetable and mention in next newsletter. (Triage information done but not times)**
- 6. Look at getting a card machine again. (carried forward)**
- 7. Ask GPs to do an article in newsletter (do we want a display board with photos etc on it – CQC requirement?) Not needed for CQC, article in next newsletter)**
- 8. Replace posters with a folder in each waiting room rather than them being on the walls (need decorating) – themed displays now on walls**

9. Look at putting a light/fan in the “hot” waiting rooms before summer. (carried forward)