

Action plan from Patient



Survey 2014/15



1. Look at including specific times of nurse and HCA appointments in the timetable
2. Article in next newsletter on dispensary to include – OTC, using access and Email, reason behind 48 hr delay and 1 month prescriptions.
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?
5. Include triage times in the timetable and mention in next newsletter.
6. Look at getting a card machine again.
7. Ask GPs to do an article in newsletter (do we want a display board with photos etc on it – CQC requirement?)
8. Replace posters with a folder in each waiting room rather than them being on the walls (need decorating)
9. Look at putting a light/fan in the “hot” waiting rooms before summer.