

THE MANOR SURGERY
PATIENT SURVEY RESULTS 2013 ACTION PLAN

Action required	By whom (Lead responsibility)	When (deadline date)	Comments	Completed date
Improvements to Reception area – reception desk needs to be ‘opened up’ to be made more user friendly, desk height to be altered for disabled access. Consideration of how a privacy area could be constructed.	Practice Manager	31.10.2013	Access highlighted by some patients as a problem – also privacy & dignity of patients wishing to discuss delicate/personal matters a potential problem	
Practice to be proactive in promoting on line services to patients	Manor Surgery Staff	Ongoing - 31.3.2014	At present appointment booking and prescription request available. Would facilitate ease of access for some patients.	
Communication re	Manor Staff/PPG	Ongoing – 31.2.2014	As well as current	

surgery newsletter			health promotion, local NHS news, surgery to remind patients about appointment booking, GPs available, times of surgeries to enable patients to chose to visit the surgery to see a clinician of their choice at a suitable time.	
Feedback from Patient Survey	Practice Manager	30.6.2013	PM to answer comments made by patients, particularly with regard to access and parking via a 'you said.....we did' document. To displayed in surgery and on practice website.	