

THE MANOR SURGERY

PATIENT SURVEY RESULTS 2012 ACTION PLAN

Action required	By whom (Lead responsibility)	When (deadline date)	Comments	Completed Date
Practice to investigate the suitability and purchase of a 'column' display unit for the waiting room.	Josie Woods Practice Manager	30.6.2012	Communication with patients highlighted as a problem – use of retail techniques to focus attention on information.	
External Signage	Josie Woods Practice Manager	30.6.2012	Lack of signage to point patients to facilities (bike racks)	
Addition of web address to all practice documentation	Josie Woods Practice Manager	30.4.2012	To use every available avenue to promote website/PPG to patients.	
Review of contents of Newsletter	Josie Woods/Practice Secretaries	30.6.2012	Practice to make Newsletter more informative about systems in practice – e.g. booking of appts, which GPs available on each day etc	