

## Patient Survey Action Plan

As a result of the patient survey, the report was sent to all the members of the patient representative Group forum by email. One member received his report by mail as he preferred to read a manual copy even though he had email access. The general impression was that most patients expressed high levels of satisfaction with surgery access and consultations.

The conclusions drawn.

1. Patients have declared high satisfaction with Thursday evening opening, therefore we will continue with the decision to open on Thursday and have an afternoon surgery.
2. There is a high satisfaction score with communicating to patients by mobile phone texting more than by internet access. The practice will try to collect mobile phone telephone numbers as much as possible.
3. There is a fair amount of interest in patients requesting on line appointments, so the practice will investigate this possibility
4. There is a high satisfaction with walk in clinics so the practice will continue with two weekly walk in clinics.