

ASHBOURNE MEDICAL PRACTICE – PATIENT SURVEY MARCH 2013

ACTION PLAN AGREED WITH PATIENT GROUP

PRIORITY FOR ACTION	PROPOSED CHANGES	WHO NEEDS TO BE INVOLVED ?	WHAT IS AN ACHIEVABLE TIME FRAME ?
Patients' wish to see a Practitioner of choice	Unable to alter working patterns of clinicians, but need to highlight to patients which doctors are part time and which are full time so that they can make their choice based on this information.	Lindsey Stockton & Wendy Jones	April 2013
Patients' wish to speak to a practitioner on the telephone	Discuss with doctors & nurses how much of this service they are happy to offer Once a decision has been made ensure that service is appropriately publicised Need to try to ensure that patients can be given some idea of time of return phone call.	Lindsey Stockton & Wendy Jones – and all clinicians for group discussion and agreement	May 2013
Comfort of the waiting room	We need to have a porch. Final plans have been agreed, but we need to ensure that this work is completed in time for next winter. Clarification of the purpose of the radio, as it clearly does not drown out noise enough to afford confidentiality, and this assertion	Lindsey Stockton for porch, Wendy Jones for patient information re the radio.	April 2013 for radio September 2013 for porch.

	annoys some patients. To remove this message from the call board.		
Time patients have to wait in the waiting room for their appointment	Ensure that all clinicians start on time. Continue to use call board to advise patients if there is a delay in a particular surgery, and also offer facility to speak to a receptionist to find out how long the wait might be	Lindsey Stockton & Wendy Jones	April 2013