



Over Surgery Patient Survey 13-14

Action Plan

The following actions were agreed based on the PPG's review of the results of the 2013-14 Over Surgery Patient Survey:

Area	Action	Who / When
Repeat Prescription Requests	Need to encourage patients to use online service which is safer and popular for those that know about it. Already being promoted heavily in the Pharmacy. Pharmacy answerphone message to be changed to include ad for online service.	CP / AK Mar 2014
Online Appointment Booking	A popular service and being asked for by patients but they need to know it's there - reception to mention availability of online appointment booking on phone / at desk	Reception Mar 14
Telephone Consultations	Tel consultations need better publicising: reception / pharmacy leaflet on available times / clinicians; change surgery leaflet for next reprint; prescription message	AK Mar 14
Survey Design	SMS message question needs changing for next year – not clear whether it means would it be useful, or would it be something they would be happy with. Needs to ask specific questions about particular things we could use SMS for eg appointment reminders. Teenagers again poorly represented – need to improve this next year – maybe personally addressed, maybe shorter dedicated teenage survey.	AK Sep 14