

Action Taken as a Result of the Patient Satisfaction Survey in Jan14

You said:	We have:
It would be nice to have a choice of doctor and know if they are running late.	Our new computer system introduced in November 2014 allows the receptionists to have a better overview of free appointments and delays. Messages can be added to the waiting room screen.
We needed more information about the practice in the waiting room.	The screen has been updated throughout the year to add additional information about the practice. We have also added a display board with information about planned developments.
We could improve our customer service, particularly in the dispensary.	Customer service training was carried out for staff in March 2014. We continue to work on this issue. See below for planned changes to the dispensary.
You are still sometimes waiting too long to see the doctor after arriving at the surgery.	We reviewed the delays in May 2014. We have added greater flexibility for the on-call doctor to allow capacity for patients needing to be seen urgently.
Those of you at work or with school children like evening appointments.	The additional urgent appointments in the afternoon appear to be working well.
Greater privacy was needed at the dispensary hatch.	We have obtained planning permission for major changes to the building, including a new bigger dispensary with its own reception desk. The plans are on display and we welcome your comments. We plan to start building work in Spring 2015.
Sometimes the wait to collect medication is too long.	
Sometimes medication is out of stock or missing.	
Comments about the new NHS111 service.	We have kept the Clinical Commissioning Group informed of any concerns or issues that have come to light throughout the year.