

## **ACTION PLAN FROM 2014 PATIENT SURVEY**

1. A few negative comments were received regarding making appointments and ordering repeat prescriptions which highlighted the need to provide more patient information.
2. A detailed explanation of how the appointment system works and how to order repeat prescriptions and the various methods that this can be done will be publicized via information sheets, posters and displayed on the Jayex Board.  
Please see attached information sheets.
3. Five or six appointments Monday to Thursday have been created for the Advanced Nurse Practitioner to see patients with minor ailments. This will increase the number of appointments available for patients to book.
4. A pilot scheme was in place for ordering repeat prescriptions on one of the two telephone lines used in reception. This proved to be unsuccessful as the line was required for the busy reception area and could have potentially prevented emergency calls coming through (Information sheet displayed for patients attached). However, prescriptions can be ordered via the local chemist who offer a collect and deliver service, by using the re-order slip of the previous prescription or on-line via patient access on Patient.co.uk.
5. Posters have been put into place in the reception area to help patients unfamiliar with the practice layout to find the clinician's room they have an appointment with. This was in response to a patient on a rare visit to the surgery being unsure where to go.
6. After repeated complaints from the PPG on behalf of the practice patients the Estate Management Department finally

put up new signage and re-painted lines on the car park to clearly define the one way system and parking areas.