

## RESULTS OF ACTION PLAN FOR PPG/SURVERY FOR APRIL 2014 to 2015

Item	Situation	Results
1	Getting an Appointment	We now have more telephones open for answering calls. The system called Hunt Group has been implemented with more staff answering and booking appointments.
2	Clinical Care	Clinical Care has been reviewed since April 2014. Our survey showed 98.5% patients were happy with the care received.
3	Reception Issues	Reception result showed 98% of patients were happy with receptionists friendly and approachable manner.

#### 4 Opening Hours

The Surgery opening hours have shown a positive result. With our evening and weekend appointments at our sister surgery, Langley Health Centre a result showed 97% of patients were happy with this service.

#### 5 Clinicians

We have more Doctors. Dr Ahmad is our new member of the team. We have more locum doctors when needed. We also have an additional part-time Practice Nurse, Carol. This gives the patients more appointments and/or speaking with a Doctor.