

RESULTS OF ACTION PLAN FOR PPG/SURVERY FOR APRIL 2012

Item	Situation	Results
1	Getting an Appointment	Since opening all lines for appointments in peek times from 8am to 9am patients getting an appointment has improved since April 2012
2	Clinical Care	Clinical Care has been reviewed since April 2012. Our survey showed 98% patients were happy with the care received.
3	Reception Issues	Reception issues remain at a low. 98% of patients were happy with receptionists friendly and approachable manner.