

## RESULTS OF ACTION PLAN FOR PPG/SURVERY FOR APRIL 2013 to 2014

Item	Situation	Results
1	Getting an Appointment	We are now looking into changing our option menu on our telephone system. We are opening more lines so existing staff members other than Reception can take incoming calls. There will also be an appointment cancellation system on the option menu for patients.
2	Clinical Care	Clinical Care has been reviewed since April 2013. Our survey showed 98% patients were happy with the care received.
3	Reception Issues	Reception result showed 98% of patients were happy with receptionists friendly and approachable manner.