

## Action Plan for PRG Group/Survey

- Getting an Appointment

All patients that have attended have stated that getting an appointment on the phone , is extremely difficult as the lines are so busy.

We are now looking into opening up all lines for appointments in the peek times of 8.00am-9.00 am.

We are looking at the online booking , as we believe that this can be used more effectively.

We will monitor the above, with monthly audits and review as needed to improve the services.

Review in : April 2012

- Clinical Care

28 out of 30 Patients surveyed , were happy with patient care. However we will still be monitoring any clinical issues that arise through our clinical meetings monthly.

Review in: April 2012

- Reception Issues

29 out of 30 Patients were happy with the receptionist, helpfulness and attitude towards them, we will however ensuring that this does not drop, but doing monthly staff meetings to address any concerns that do arise and continue the on the job training, so any new information is then circulated amongst the team to ensure that we are all working together.

Review in : April 2012