

**DR DINEEN AND PARTNERS**  
**PATIENT SURVEY 2013-14 ACTION PLAN**

<b>Feedback area</b>	<b>Planned Action</b>	<b>Timescale</b>
Opening Hours	Better publicity of opening hours – appointment cards showing opening hours for each site have been ordered, wording on website to be altered to clearly define the hours each site is actually open for business as well as the times of surgeries.	Within one month
Practitioner Availability	<p>The practice now offers more on the day appointments against pre-booked, which had had some benefit. For future we will investigate the feasibility of a different appointment system offering a variety of appointment types. Several different options available at present including telephone triage and a hybrid scheme.</p> <p>Patients to be advised if doctor running late at regular intervals.</p>	Within six months
Dispensary	Investigate a Managed Repeat Scheme where patients are automatically issued with repeat prescriptions on a four weekly basis, negating the need to call in with a repeat request. This will aid stock control issues and should allow staff to anticipate workflow, therefore giving staff more time to deal with queries.	Within six months
Telephone/Communication	<p>Answerphone message to be changed to sound more friendly and informative. Internal competition for staff to vote for the 'Voice of Holbrook and Shotley' who will record the message.</p> <p>Increase use of existing facility to text patients with results, appointment reminders etc and online booking and repeat prescription ordering.</p> <p>Regular communication in parish magazines to inform patients of surgery news and upcoming events.</p>	Within three months