

## Dr Dineen and Partners

### Patient Survey 2012-13

#### Action Plan

Area of feedback	Action	Timescale
Session running late/kept waiting	All clinical staff to be reminded of need to start on time. Realistic time allocated to home visits so no effect on booked clinics. Reception staff to be reminded to keep waiting patients informed if delays occur.	Immediate
Difficulty booking appointments/medical staffing shortages	Aim to book locum doctors for as many vacant medical sessions as possible to provide adequate appointments and choice. Use all available locum doctors plus agencies where necessary to overcome the recognised regional shortage of GPs.	Immediate
Waiting rooms layout/music	There are comments both for and against music! However aim to play soothing music whenever possible to help mask confidential conversations. Review site of children's area near storage heater and review seating plans.	Within one month
Patient Information	Continue to use TV presentations to keep patients informed. Invite patients to sign up to an 'keep up to date' patient email. Investigate use of name board in waiting rooms to list who is working each day.	Within three months
Opening hours	Review current arrangements and create surgery opening times on take away cards. (N.B. Reception and dispensary of each surgery already open 4.5 days per week).	Within 6 months