

# **DR HENDY & RIZWAN PRACTICE**

## **PATIENT PARTICIPATION SURVEY REPORT**

### **MARCH 2015**

Over the past 12 months following our patient survey report and patient forum meeting, the practice have been successful in addressing the following issues:

Increased appointments available online and raising awareness of the practice website.

The following actions identified in 2014 are yet to be completed due to funding. If funding becomes available these actions will be completed in 2015.

1. To install a new front door to comply with the Disability Discrimination Act recommendations.
2. To repaint carpark spaces and disabled spaces.
3. To install patient booking in system/call system.

### **Patient Forum Meeting 2015**

Our patient forum group met on Thursday 20.3.2014. Our 2015 survey results were discussed and the following actions for 2015/16 were agreed

### **ACTION PLAN FOR 2015/16**

1. Install new front door to comply with the DDA.
2. Repaint car park – repainting spaces/disabled spaces.
3. Promote further patient online services – access to medical records.
4. Install patient booking in system/call system.
5. Continue to promote awareness of practice website.
6. Implementation of texting to communicate with patients.

