

# **DR HENDY & RIZWAN PRACTICE**

## **PATIENT PARTICIPATION SURVEY REPORT**

### **MARCH 2014**

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

- a. Vision online services facilitating online appointments and improved online prescriptions.
- b. New updated and improved practice website.
- c. Increased our appointment capacity.
- d. Increased our pre-bookable appointments during afternoons.
- e. Introduced a Saturday morning emergency surgery.

### **Patient Forum Meeting 2014**

Our patient forum group met on Thursday 20.3.2014. Our 2014 survey results were discussed and the following actions for 2014/15 were agreed

### **ACTION PLAN FOR 2014**

1. To review front door and entrance for wheelchair access.
2. To review car parking at the surgery – repainting spaces/disabled spaces.
3. Increase appointments available online.
4. To review patient booking in system/call system