

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

