**Dr R Bano**

**Patient participation group**

**Action Plan following 2012 patient survey**

A meeting was held on 6th March 2012 between the Practice and the Patient Representative Group to discuss the results of the 2012 patient survey conducted by the practice and an action plan was implemented:

**Patient participation action plan**

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| --- | --- | --- | --- | --- |
| Survey Finding | Agreed Action | Action by who | Action by when | Date completed |
| Difficulty in contacting the surgery | Extend opening hours | All practice staff, new opening hours agreed, 8.30am-6.30pm except Thurs 8.30pm-12.00 noon | 1st April 2012 | 1st April 2012 |
| Waiting times (to see GP) | Patients will be informed 1Consultation= 1 Patient, if another family member need to be seen they will be advised to book another appointment | GP’s and reception staff | immediately | 6th March 2012 |
| Preference to see a GP of patients choice | Patients to be informed of the particular GP’s session, will offer pre- bookable appointments | Receptionists & GP’s | immediately | 6th March 2012 |