**Dr R Bano**

**City of Coventry Health Centre**

**2 Stoney Stanton Road**

**Coventry CV1 4FS**

Action plan following 2012 patient survey

A meeting was held on 14th November 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**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Survey Finding | Agreed Action | Action by who | Action by when | Date completed |
| Not easy to get through on the phone | Practice meeting to be held to discuss ways to improve telephone answering | All practice staff | Meeting to be held 5th December 2012 | 5th December 2012 |
| Waiting for consultations | Patients will be informed 1 consultation= 1 patient, if another family member needs to be seen they will be advised to book another appointment | GPs & reception staff | immediately | 5th December 2012 |
| Opening times | Surgery is now open 8.30- 6.30 every day except half day Thursday | All staff | immediately | 5th December 2012 |