

Response to Patient Survey 2022

Thank you to our Patients for completing the Patient Survey.

In response to your suggestions this is our Action Plan

Solutions to - Everything ran on time Suggestions.

Reception will try and contact patients ahead of time if they know Dr is running behind.

Patients are told on arrival how the Dr is running

If dr is running behind, reception is advise patient what the delay mayhave been due to.

Solutions to - It is easy to make an appointment for a day and time that suits me.

All our Drs are published online for patients to see when they are available.

Unfortunately we are unable to keep a cancellation list. We do however have one for our Psychology appointments

Solutions to – I am able to see a doctor quickly when I need to

We have book on day appointments for acute on day patients. All children will be accommodated even if we have no appts left.

Urgent requests from patients are triaged and handled as needed. It may involve a call from a Nurse or a Doctor. If requests are faxed, the fax will be given directly to the Dr or if that Dr is not consulting on that day, it will be handled by the next most senior Dr.