

ASHBURN MEDICAL CENTRE

SURVEY ACTION PLAN ; MARCH 2015

We are delighted to see that of the survey forms completed and returned 100% of patients were satisfied with the service we provide. The GPs, Nurses and Reception staff received some very positive comments.

Thank you to those who took part in this survey for their comments, both kind and constructive.

Once again we would also like to thank all of our patients for their support and patience. It is greatly appreciated as once again it has been a difficult year as Dr Parry had been on sick leave for over 2 months and Dr Toft left at the end of December.

We are also pleased to note that the majority of patients who have used our telephone consultation and nurse triage service find this a positive experience.

Our internet bookings and repeat script ordering is still working well and patients are still registering to use this facility.

Appointment availability ; We have a new GP, Dr Emma Seeber who is joining us on 11th May. She will work 6 sessions a week to replace Dr Toft.

However Dr Parry will be going on maternity leave from mid July and we are already trying to secure locum cover to ensure continuity of service.

Are you satisfied with the presentation of the building ?

Signage : After a very long delay with suppliers new signage will be erected at the entrance to the car park on 2nd April.

Cosmetic Appearance : New light fittings, including emergency lights have been fitted and repainting of patients toilet and nurses rooms has now been done.

We are also fitting new flooring in 2 of our nurses rooms to meet control of infection standards and enhance their appearance. There is still some decorating to be carried out and we hope this can be done in the summer.

Telephone System ; We are sorry that our patients are still experiencing problems with getting through on the phone. We have now signed a contract for a new telephone system and this will be in the practice by 12th June. This will include call queuing and call recording and 2 additional lines. We hope that this improves the situation.

Ongoing reviews

1.7.15

2.4.15

31.7.15

12.6.15

