**Lakeside Patient Association**

**Patient survey action plan for 2014**

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| **Findings** | **Agreed action to be taken** |
| Hospital letters lost at practice (unable to find – found eventually and then scanned) | To improve administration and scanning procedures (all documents to be scanned on day of receipt wherever possible) |
| Appointments system | To improve appointment system, to be discussed at full doctors meeting in April. To educate the patients that appointments can be booked 12 weeks in advance. |
| Difficulty getting an appointment | As above ,education for patients that they can book 12 weeks in advance. On the day appointments are supposed to be for urgent on the day problems only. |
| Difficulty getting through by phone at 8am | Educate staff not to advise patients to ring at 8am (this is for urgent on the day patients only) |