

Patient Survey Action Plan 2014

Issue Identified by Respondents to the survey	Proposed Changes by the Practice	Outcome
<p>Access – patients were unaware of extended hours opening times</p> <p>Response to survey - poor</p>	<p>Ensure publication in practice leaflet, NHS Choices website, newsletter, posters in surgery and local pharmacies</p> <p>Introduce a paragraph in registration pack to say that we will survey patients via e-mail</p> <p>Check with clinical system supplier to ensure we capture all possible patients</p>	<p>Reach a larger target market</p> <p>Create awareness amongst patients and inform them that their opinion counts</p> <p>Increase target group of patients</p>