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PRG SURVEY RESULT ACTION PLAN 2014

Following the meeting regarding the PRG survey, the following action plan has been agreed.

Appointments

The appointment system will be monitored on a regular basis and if it is found that are not offering enough appointments online; more will be made available, if possible. Regarding none online appointments, the system is always under scrutiny and changes will continue to be made according to demand.

Name Badges

All members of staff will be reminded to wear their name badges. Anne will look into the practice having a staff gallery in reception. This will be discussed at future practice meetings.

Phlebotomy Service

The practice will look at if there is any funding available for a phlebotomy service to set up and offered to our patients in the practice.

PRG meetings will continue to be held monthly and any developments from the action plan will be shared.