

## Backwell + Nailsea Medical Group

### Patient survey Action Plan 2014

Issue	Agreed Action	Owner	Date Commenced	Date Completed	Update
1. Waiting Room	<ul style="list-style-type: none"> <li>▪ Cost replacement of waiting room chairs to include higher chairs with arms for less mobile patients.</li> </ul>	GH	20.02.14	August 2014	Chairs with higher arms were purchased for both sites.
	<ul style="list-style-type: none"> <li>▪ Present business case to Partnership for replacing all/some of the waiting room chairs ( dependant on maintenance budget)</li> </ul>	DP	May 2014	4 <sup>th</sup> June 2014. Agreed to	Backwell chairs will be replaced in February 2015.
	<ul style="list-style-type: none"> <li>▪ Place signs for donations of suitable reading material in waiting rooms.</li> </ul>	GH	18.03.14	25.03.14	There should now be a spread of reading materials for all age groups
	<ul style="list-style-type: none"> <li>▪ Cost additional T.V for children. If approved a poster requesting donations of DVDs will be displayed in both waiting rooms</li> </ul>	GH	March 2014	Costs of TV given to DP 21.3.14	Needs to be approved at Marketing meeting – 02.02.15
	<ul style="list-style-type: none"> <li>▪ Research use of background music in waiting rooms instead of Health Promotion Channel</li> </ul>	GH	March 2014	Not progressed due to new PPL licensing laws.	Increase in fees and new legislation – not implementing this year.
2. Appointments	<ul style="list-style-type: none"> <li>▪ Review appointment templates and ensure better spread of on- line appointments for working patients</li> </ul>	RT/DP	24.02.14	March 2014	
3. Websites	<ul style="list-style-type: none"> <li>▪ PPG chair to write to EMIS accounts manager/development team as patient representative regarding on-line inefficiencies, which has reflected badly on the practice</li> </ul>	BK	02.04.14	BK – completed.	
	<ul style="list-style-type: none"> <li>▪ Add days All GPs in surgery on website</li> </ul>	AB	19.03.14		Add new Partners – reminded AB – no photo and information on days not included