

Portesham Surgery Survey 2013

Action Plan

The 2012 Action Plan drawn up after last year's survey called for:

- Internal decoration – nearly done
- Repaint Car park lines – to be done
- Replace waiting room chairs – done
- Clinic times – we now offer two evening surgeries per week
- Speed at hatch – no comments this year - our feeling is this is better
- Reduce leaflets in waiting room – we have done this but clearly not enough!
- Television off – done
- Website – updated
- Make hand-hygiene more visible – this is spot-audited and questionnaires given out to patients have had good results, but from the responses to this year's survey patients still need reassurance that our hand-hygiene is good.

2013 Action Plan

- Finish decorating programme
- De-clutter the waiting room
- Reconsider automated phone system when next upgrading
- Confidentiality: we will renew signs in reception asking patients to respect the privacy of the person in front and offering to talk in private if preferred
- Publicise the website, minor injuries and the online ordering system
- Gather emails from patients to use for routine communications and continue to use the website, Bride Valley news, village notice-boards and newsletters to communicate with patients who don't get to the surgery very often.
- We will continue to be flexible with late-comers where there are extenuating circumstances, but we will ask them to wait until there's a gap if others with later appointments have already arrived.
- Continue to work on making our hand-hygiene procedures more visible to patients.
- Wear our name badges!
- Put photos on website