



**DRS COX PINTO & RIGBY**  
**PATIENT SURVEY 2011 – ACTION PLAN**

<b>ACTION POINTS</b>	<b>PLAN</b>	<b>DUE DATE</b>	<b>COMPLETED</b>
Staff to be more aware of patient confidentiality at the reception on the phone, within the reception area and also at the reception desk talking to patients.	Staff training	March 2012	
A room within the practice that could be used if a patient wishes to talk confidentially to a member of staff.	Convert room putting in IT and make consulting Room – contact PCT	Sept 2012	
Background noise or some sort of distraction within the waiting area, especially the nurse's waiting area so consultations cannot be heard by patients waiting.	TV for waiting area	Dec 2012	
To investigate the logistics of either a radio or TV within the waiting area	TV for waiting area - PCT for aerial point Purchase TV - Fund raise Or donation GP's to get licences	Dec 2012	
Check toys and destroy broken one. Ask cleaners to clean regularly. Advertise within practice for more toys but not noisy ones.	Clean toys More toys donated	March 2012	
The discussion of a possible play table to be purchased in the future.	Play table – fund raise Or donated	Dec 2012	





Magazine checked regularly and old or worn magazines destroyed.

The possibility of magazine subscription in the future was discussed.

This was agreed. PCT is responsible for heating – contact PCT to ask them to purchase thermostat controls for radiators so the heating can be regulated better within the waiting area. This will save money on heating costs, be more comfortable for patients and staff and also be more eco friendly.

Purchase a clock with large numbers on for the waiting area.

Clinicians to be asked to shout louder when calling patient's in.

Enquire about the cost of a sign that tells patients if doctor's waiting times.

Advertise within practice if a patient has a large plant they do not want any more.

The facility of up dating the phone system so patients can cancel their appointments if they cannot make them and also in the future on line booking.

Practice to review how many appointments they offer.



Regular magazine checking

March 2012

Fund raise for monthly Magazine subscription

Dec 2012

Contact PCT for thermostats on all radiators

April 2012

Purchase clock

March 2012

Ask doctors to call patients in louder

March 2012

Red information sign for Waiting room

Sept 2012

Large Plants

May 2012

Quote for up to date phone system for future EMIS access for online booking

Dec 2012

Dec 2012

Regular practice meetings to monitor appointments aswell as daily assessment by GP's

March 2012

