



**DRS COX PINTO & RIGBY  
PATIENT SURVEY 2012 – ACTION PLAN**

<b>ACTION POINTS</b>	<b>PLAN</b>	<b>DUE DATE</b>	<b>COMPLETED</b>
Improve confidentiality on reception.	Move the phone by the reception window to on the desk	April 2013	
Parents liability of child safety in play area.	A sign in the play area stating parents responsibility for their children in the play area.	May 2013	
New toys in play area.	Ask for donation of toys from local Businesses.	May 2013	
On Line Booking Of Appointments	Enquire about provision from surgery computer Supplier (EMIS) for a trial of system.	June 2013	
Procedure to record patient comments.	Comments book on reception for good comments from patients as well as ideas for practice improvements.	May 2013	
Improve communication of services to Patients	More notices telling patients opening hours, doctor's surgery times, procedures for Prescription ordering and appointment Booking.	June 2013	
	Surgery newsletter	June 2013	
Refreshments for patients	Ask chemist to sell bottles of water	May 2013	

