



DRS COX PINTO & RIGBY
PATIENT SURVEY 2013/14 – ACTION PLAN

ACTION POINTS	PLAN	DUE DATE	COMPLETED
Improve layout of survey next year to one page And questions in line with CQC guidelines	Specific questions from CQC	December 2014	
Increase awareness of extended hours and Online services	Posters in waiting room Website & NHS Choices updated	June 2014	
Customer Service and Anger Management Training For all staff	Organise through training budget	September 2014	
Heating in waiting room	Approach new landlords	February 2014	March 2014
Improve appointment availability	Extended hours early morning aswell as late night.	May 2014	
	Doctors to consider increasing Clinical sessions for more appts	June 2014	
Privacy at reception window	Staff to get out of seat to speak To patients if they have a query	March 2014	
Waiting times	Monitor to tell patients how long They might have to wait	June 2014	

