

THE CLARKSON SURGERY PATIENT SURVEY 2013 ACTION PLAN

Following the completion of the 2013 in-house patient survey, the surgery and the PRG considered the results prior to this action plan being agreed and completed.

It was decided that five key areas for improvement were identified from the survey:-

1. Flu clinics
2. On-line appointment booking
3. Disabled parking spaces
4. Telephone triage
5. Out of hours service

FLU CLINICS - The Clarkson Surgery will provide flu clinics appointments throughout October and November.

Action:- to be completed by 1st September 2013

ON-LINE APPOINTMENT BOOKING - The Clarkson Surgery will take steps to introduce on-line booking for appointments.

Action:- to be completed by 31st December 2013

DISABLED PARKING SPACES - The Clarkson Surgery will increase the allocation of disabled parking spaces.

Action:- to be completed by 30 September 2013

TELEPHONE TRIAGE - The Clarkson Surgery will provide telephone triage for those patients who wish to use it.

Action:- to be completed by 30th September 2013

OUT OF HOURS SERVICE - The Clarkson Surgery will provide more information about how to contact the out of hours service.

Action:- to be completed by 31st May 2013