

SUNNY MEED SURGERY
ACTION PLAN FOLLOWING SURVEY RESULTS
2013

Priorities	Proposal	Action	Timescale
On-line booking	Increase awareness	Posters in waiting room Message on LED screen	By end of April, 2013
Patients getting through on the telephone	Allocate specific times for patients to phone regarding enquiries/results	Change wording of telephone message Posters in waiting room Message on LED screen Message on website	By the end of April, 2013
Implement patient representative group not on e-mail	Provide information on joining the PRG	Leave information with survey on chairs in waiting room	By the end of June, 2013