

SUNNY MEED SURGERY
ACTION PLAN FOLLOWING SURVEY RESULTS
2014

Priorities	Proposal	Action	Timescale
Patients getting through on the telephone	To upgrade our telephone system with an Auto-attendant	Contact PEACH Telecom	By the end of May, 2014
Further promotion of availability of on-line appointment booking and prescription requests	Increase awareness	To place larger and more obvious posters in waiting room and messages on LED screen and website	By the end of May, 2014
Saturday opening	To look at the possibility of opening on a Saturday morning	Discuss the Prime Ministers Challenge Fund bid with the CCG	Unknown
Implement patient representative group not on e-mail	Provide further information on joining the PRG	Leave information with survey on chairs and further posters in waiting room	By the end of June, 2014

