

## **Email sent to patients regarding Action Plan**

Dear Patient,

It is clear from the survey results that we need to improve on the following:

Communication - getting through on the telephone. Improvements were made as a result of last year's survey; however, we are now proposing to upgrade our telephone system with an auto-attendant facility. This will divert calls to the appropriate department and should free up the appointments line.

Promote further the availability of on-line appointment bookings and repeat prescription requests.

Look into the possibility of opening on a Saturday.

Implement non-virtual patient representative group as this was not very successful last year.

Thank you so much for your help and for completing the survey. Could you please confirm that you are happy with the above proposed actions by sending an email to the following address: [sur-pct.sunnymeadsurgeryprg.@nhs.net](mailto:sur-pct.sunnymeadsurgeryprg.@nhs.net)

Here is a link to the survey:

<https://www.surveymonkey.com/s.aspx>

This link is uniquely tied to this survey and your email address. Please do not forward this message.

Please note: If you do not wish to receive further emails from us, please click the link below, and you will be automatically removed from our mailing list.