

The Results of the Patients Survey and proposed Actioned Plan was discussed with members of the Sherborne Apples Forum on Thursday 12th March 2015 – followed up at the GPs weekly meeting, Tuesday 17th March. Some of the questions asked it not require any actions from us and for our information only; however a few questions did require feedback/suggestions:

115 completed questionnaires received during the month of February 2015:

You said...	We did...	The result is...
65 number of patients are aware that you should ask for a double appointment if you have more than one medical issue	The SAF discussed how to advertise this information.	It is already advertised on the Website (if you require more time ask the reception), this should be made clearer, show this information on our next quarterly Newsletter and add it to the notes on the repeat prescriptions – action now
81 number of patients would use a Self Service check in monitor	The Reception and Dispensary can be very busy at certain periods, dealing with a variety of questions, for the patients who would be happy to use the Self Service Check this would help speed up the process, discussed where it could be installed, all decided best by the Fireplace	Work in Progress, quotes have been received – Next step to install the monitor – action by Summer 2015
Many comments were given with regards to the Waiting Room	De-clutter the Waiting Room, more Children books, Male Magazines and Teenage Magazines, Free Wi-Fi, Blinds, new carpet and more individual chairs with arms.	All very valid points – Quotes for re-painting the Waiting Room and to change some of the benches to have arms, purchase magazines for the different categories mentioned – Fundraiser?
Many patients are not aware of what clinics we offer	Quarterly Newsletter	Update our Practice Leaflet and advertise in the Newsletter