

Old Henry Street Medical Centre

2013 Patient Survey

Action Plan

- To introduce a new system for all patients to be able to book appointments online
- To link this with a revised and improved system for obtaining repeat prescriptions online
- To ensure that the time patients have to wait for their appointments in the Waiting Room is kept to as minimum as possible
- To modify the current appointments system to introduce extra availability for same day appointments
- The PPG to do further work to increase the number of patients who are aware of the work of the Patient Group
- To continually look at ways in which telephone access to the Practice can be enhanced