Highview Medical Centre

Patient Survey 2013 – ACTION PLAN

The practice carried out a patient survey. Patients were invited to take part in the survey and the results are available to view on our website www.highviewmedicalcentre.co.uk and are also available as hard copy from the surgery. In addition copies of the results can be sent via e-mail on request.

We have put an action plan together for 2013 which we hope will improve the services we can offer.

- Ensure regular updates are made available on our move to the Elms.
- Re-install the automated telephone booking system.
- Discuss with our telephone engineers if we can install a ‘call in a queue’ system.
- Look at our appointment booking system:
  - Make advance appointments available throughout the day not just early morning late evening.
  - Look into making appointments available 3-4 weeks in advance.
  - Have some appointments with a Doctor or the Minor illness clinic available to book from 9pm the night before.
- Advertise the Doctors and Nurses rotas/schedules within the surgery and on our website.
- Update and fix the problems with the prescription service on the website.
- Look into different days and times for our phlebotomy service.
- More information to be made available in newsletters, practice booklets, and on our website about the surgery, including the different types of appointments available and how to access treatment outside of surgery hours.