

## **ACTION PLAN FROM PATIENT SURVEY RESULTS**

- The practice has now renewed its' music licence and music will now be played in the waiting room from 10<sup>th</sup> October 2016.
- The main notice board in the waiting room has a poster display on Patient Access and the benefits of using the service.
- Patients emailing repeat prescriptions are being emailed information on Patient Access accounts.
- Practice website has been updated and advertised on the notice board.
- Information on the Prescription Ordering Service is displayed on the notice board for patients on repeat prescriptions.
- GP and Nurse extended hours service to be displayed on the notice board.