

QUEENS AVENUE SURGERY PATIENT PARTICIPATION GROUP ACTION PLAN 2014

The Patient group meeting held on the 31/01/2014 suggested the following points:

- 1] Introduce an on line appointment booking service for patients.
- 2] Improve our telephone access; the practice will contact our telephone supplier to see how we can improve our present system.
- 3] Rephrase patient survey questions.
- 4] Provide coat hook in the public toilet.