

**Dr S K Vij & Partners
Whitmore Reans Health Centre**

Patient Questionnaire

A questionnaire was designed and carried out to gather feedback from 3 indicators to gauge patient satisfaction.

Action Plans

Contacting surgery by phone

Whitmore Reans: Changing existing telephone system and introduction of extra telephone lines

Ednam Road: Plans to purchase a telephone console system to integrate the lines

Pendeford Health Centre: Plans to purchase a telephone console system to integrate the lines.

Happy with Consultation Time

All the practices have 10 minutes allocated appointment times for both doctors and nurses. Patients need to be educated that they may need to request another extended appointment slot.

Introduction of a robust triage system, to enable patients to ring the surgery for medical advice. Doctors and nurses to ring back as appropriate. Emergency slots available at the end of each session for patients who needs examination for further referral.

Are your prescriptions on time

To encourage patients to order their repeat medications at least one week in advance and notify patients that they have currently 3 ways to order prescriptions via e-mail, voicemail, and in person