

## Patient Feedback Action Plan — October

Category	Issue Raised	Action	Lead	Timescale	Outcome Measure
Child comfort in the waiting area	No toys/books allowed		Infection Control Lead	8 weeks	Patient feedback improvement
Access/booking	Nurse booking unclear	review website & staff script; include instructions in SMS messages	Manager Reception Lead	4 weeks	Reduced queries / clearer access
Accessibility	Difficulty with prams/ wheelchairs	Reception to check accessibility needs at booking	Reception Lead	Immediate	Fewer mobility access complaints
Communication	SMS alerts missed	Review email and app notification options	Manager	6 weeks	Uptake of digital options
Waiting room comfort	Sensory overload	Adjust seating spacing, radio volume, and temperature	Manager	Ongoing	Improved FFT comments
Check-in kiosk	Confusion when not working	Clear “report to reception” sign; proactive greeting	Reception Lead	Immediate	Reduced confusion on arrival
Appointment delays	Feeling forgotten	Delay updates, introduce 'check after 15 mins' sign	Reception Team	Immediate	Reduced waiting concerns
Reception interaction	Perception of abruptness	Customer service refresher training	Manager/ Reception Lead	6 weeks	Positive tone in patient feedback
Vaccines	Mis-information at desk	Reception escalation	Reception Lead/ Manager	4 weeks	Reduced vaccine access issues



## Flixton Road Medical Centre

		pathway to nurse/GP			
Parking	Limited space	access support and communication	Practice Manager	Ongoing	Feedback monitored
Post-natal support	Check felt rushed	Reinforce extended PN appts and trauma-aware approach	Clinical Lead	12 weeks	New parent satisfaction feedback