

Midway Surgery - Patient Survey Action Plan – February 2016

In January 2016 Midway Surgery carried out a Patient Survey, it was sent online to PPG members and paper copies were left in waiting rooms. We received 52 responses in total. We asked for feedback on our new telephone triage service. The results are displayed below:

- 55% of patients had used the new service
- 96% of patients who had used the service got the outcome they desired
- 96% of patients who had used the service would use it again in the future
- 74% of patients said they wanted to see or speak to the doctor on the same day
- 86% of patients got their appointment when they wanted it

Action Plan

As a result of the survey we have decided to increase our telephone triage service to 5 days a week. This will commence on Friday 12th February 2016. We will seek further feedback later in the year.