



ACTION PLAN - 22.11.13

Appointment booking

You told us that you would like to book appointments on-line.

Therefore, we have now set up on-line appointment booking through the Patient Access website – accessible via our Practice website.

Waiting Times

You told us that the waiting time was sometimes too long.

Therefore, we have introduced a mid session break in each surgery to allow the Clinician to ‘catch-up’ if over running and would ask that patients request a double appointment if their problem is complex.

Early morning and extended hours appointments

You told us that you would appreciate early morning or evening appointments.

Therefore we will trial Tuesday evening opening until 8pm and start appointments at 8.30am on Friday mornings.

This information will be put on the website and surgery leaflet.