

Brewood Medical Practice

Friends & Family Feedback 2015/16

Action Plan

Action to be taken	Surgery	Proposed changes	Staff/person who need to implement changes	Achieve by:
Additional staff training in being helpful & friendly	All 3 sites	In-house training and raising awareness with all employed staff on the importance of patient and colleague relationships	Practice & reception manager	June 2015
Longer opening hours	Brewood	Look at increasing early morning & late night appointments	Practice manager, reception manager & GP's	December 2015
Increase nursing hours	Brewood & Wheaton Aston	Look at where we can increase nursing clinics	Practice manager, reception manager & practice nurses	December 2015