

Brewood Medical Practice

PATIENT SURVEY 2014/15

Review of planned actions and outcomes

Action to be taken	Surgery	Proposed changes	Staff/person who need to implement changes	Outcome of proposed changes	Achieved by:
Replace the 0844 telephone number	Brewood	Replace the 0844 telephone number for Brewood Surgery with a local number	Practice manager	Brewood branch now has a local rate number	June 2014
Extend clinic times at our branch surgeries	Wheaton Aston & Coven	Extend clinic times at our branch surgeries in Wheaton Aston & Coven	Practice manager & reception manager	Extended GP clinic times at branch surgeries	December 2014
Attempt to improve the out of hours service for our patients	Brewood, Wheaton Aston & Coven	Attempt to improve the service our patients receive out of hours, by liaising with the NHS 111 service	Practice manager, NHS 111 service	Practice manager has liaised with NHS 111 regarding the complaints we have received. They appreciated the feedback and would deal with these complaints. The surgery has not received any further complaints at the time of this report.	Ongoing