**Survey Result 2013-2014**

**Dr.Malik Practice**

**Kent Elms Health centre**

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| **Action Plan**  **1 Not happy with waiting times.**  Patients have to realise that at times some patient may take longer time than the usual . Dr.Malik takes his time with the patients and not rushing through each consultation. This can be attested for from comments such **as “doctors always spend time you need and follow up”. Dr.Malik always listens.**  As a result of this survey, the doctors have been informed.  A new female locum doctor will be starting which will improve patient access as well as less waiting times.  **2. Staff Mannerism**    Staff in this practice are very helpful and polite and ready to help whenever they can. This again , has been picked up in the survey **“the reception staff are always helpful and always sort out appointments. Very cheerfu**l”.  However, this has been brought to the attention of the staff .  **3. Difficult to arrange Emergency Appointment.**  We have pre-book and book on day appointment system. Staff are asked not to refuse any emergency appointment even if the surgery is fully booked.  Again, this has been communicated to the staff members. |