

## **LYNGFORD PARK SURGERY**

### **PATIENT SURVEY**

**In November 2008, 200 patients completed a patient survey about our practice and the services we offered. With this information we were able to reflect on the good and the not so good feedback, and work on the issues you highlighted as needing attention. We have spent a lot of time looking at ways to improve our practice, as well as maintaining the high level of medical care that we currently offer, and which was acknowledged in your responses.**

**In direct response to your comments we have put together the following action plan:**

- **In response to some concerns about waiting times, in the waiting room, it was agreed to audit the start and finish times of the doctors' surgeries and review accordingly.**
- **Encourage feedback from the patients – we can then look at improving any areas of concern.**
- **Continue with our rolling programme to maintain the premises in good order both internally and externally.**
- **Check out our website for a host of health education topics. Try our audio first-aid centre!**
- **If you need some time to reflect on what the doctor has told you, ask at reception for a patient information leaflet that we can download from our computer system.**

**Can we ask for your help too? To minimise the time you spend waiting to see the doctor, each patient gets an allocated appointment for 10 minutes, if you have several matters to discuss with the doctor it would be helpful if you ask for a double appointment when you speak to the receptionist. Do let us know if you have been waiting more than 20 minutes and we will try our best to find out why.**

**May we also remind you that you are able (and always have been) to book appointments up to 6 weeks in advance – you can, of course, always book an appointment on the day, but if you need to organise your day or working week, it may be easier for you to plan in advance.**

**We value all our patients and are always looking at ways to enhance and improve the services we offer. We welcome any comments or feedback. Drop a note in the suggestions box or leave it with a receptionist. We are always happy to be praised as well as criticised – if some aspect of our service today has impressed you, let us know!**