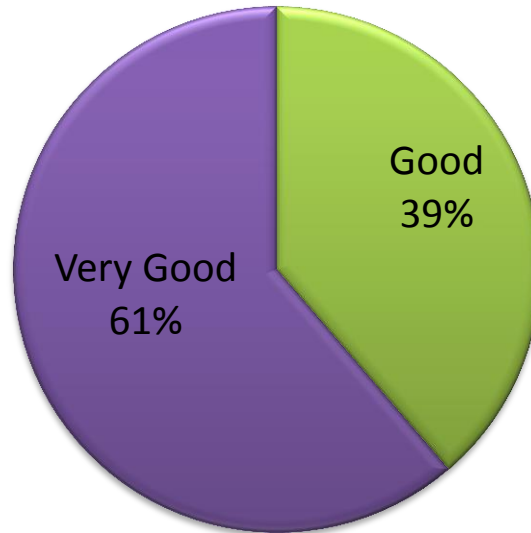


PATIENTS OVERALL SATISFACTION WITH THE PRACTICE ACTION PLAN

My overall satisfaction with this Practice ?



Summary - *On analysing the patient questionnaire audit, the PRG members and the practice feel that there is always room for improvement in all areas. We as a practice need to remain patient focused and include patients regular on decision making within the practice. Patients will be continually asked to share their views and offer opinions on how we can work together to improve the patient journey.*

Improvements made within the practice –

Staff will be given time away from reception to concentrate on issuing prescriptions.

Patients will be advised to ring the surgery in 5 days' time for their results.

GPs will check results every day & prioritise blood results, to enhance the effectiveness of the service.

Timescale – *for results and reporting on results - from immediate effect.
Decision making within the practice - ongoing throughout the year.*

The patients overall satisfaction with the practice is either good or very good. 68% of our patients who completed the questionnaire have been with Darwen Healthlink for over 10years, which suggests that they are happy with the practice.