



## **MALLARD MEDICAL PRACTICE**

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In our previous survey of 2015, we had several action points:

- To invest in a better signing in kiosk, which would allow patients to view waiting times. This has now been in place since 2016.
- The increase use of online appointments. This has been a success with 26% of our patients now registered for online services.
- To gather more patients to join the PPG, we have increased the group by 70%.

### Patient Participation Group Survey and Action Plan 2017

The practice and staff are thrilled with the results of the latest Patient Participation Group Survey, which took place in Autumn 2017.

More patients than last year took part and the results were overwhelmingly positive. The practice would like to thank each patient who took part. We are always looking to recruit more patients soon to gather feedback in the future and continue the practices development. There is always room for improvement!

The results can be viewed in a separate document included on the website for patient viewing.

After discussion at the practice, we decided on a couple of action points going into 2018:

- To consider releasing Healthcare Assistant appointments online or Nursing appointments online.
- To continue to gather more patients to join the group.
- To strive to continue to provide an excellent standard of service with 90% of our respondents saying they would recommend the surgery to family and friends.

Thank you for your participation!