



MALLARD MEDICAL PRACTICE

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Patient Participation Group Survey and Action Plan

The practice is very pleased with the results of their recent Patient Participation Group Survey.

Despite having only 9 responses, the results were overwhelmingly positive and the practice would like to thank each patient who took part. We will be 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.

- To invest in a modern, high specification sign in screen. This will enable patients to see how long their wait is likely to be, advise them of any checks they are due, and provide them with health advice and reminders. This is likely to be actioned in the New Year and our software provider has already been contacted.
- To gather more patients to join the group.
- To evaluate our online appointments, perhaps examine in the next survey which GP needs more available. Consider online appointments for the Nurses and Healthcare Assistant.

Thank you for your participation!
