|  |
| --- |
| PATIENT SATISFACTORY SURVEY RESULTS 2017  **ACTION PLAN**  During the months of September 2017 we gave out 300 questionnaires to Patients.  127 Surveys were returned and analysed.  This represents 1.73% of the registered patient number of approximately 7300.  The results of the survey were very positive with an overwhelming percentage of patients stating that they would be likely or extremely likely to recommend our practice to family and friends.  However we do not want to become complacent about this and below are some action points that both Patients Participation Group and staff feel could be improved upon.  ***Utilise the waiting areas, notice boards and information***  ***Decoration of the practice***  ***LED checking in screen*** |