

Forest House Medical Centre

Summary of the 2012/13 Patient Survey results.

The survey had been completed by approx. 250 patients during December 2012 and January 2013. The results were discussed with the Patient Participation Group.

The comments and themes were discussed and the priorities for the group were decided :-

- Work with the practice to make sure the new telephone system meets the patient needs.
- Improve the appearance of the waiting room
- Ensure the disability car parking spaces are increased
- Improve the confidentiality in the waiting room
- Review the practice complaints procedure.

The overall picture was felt to be good regarding the workings of the surgery.