



March 2012

Patient Survey Results

Many thanks to the 791 patients who completed our patient survey questionnaire earlier in the year. We have now received our results, these have been discussed with members of the Patient Participation Group and an action plan is in place.

The good news-

- All our Doctors and Nurses scored above the national benchmark!

Work in progress -

- We are working hard to improve our telephone access at busy times – including installing a call queuing system and recruiting more reception staff.
- We are revising our appointment system so that you will be less likely to be asked to call back the following day.

Did you know?

- If you are aged 16 years or over you can now book appointments 'on line'. Please ask at reception for further details, or visit our website www.thatchammedicalpractice.co.uk
Doctors appointments can be booked up to 6 weeks in advance

If you would like any further information, please contact either Heather Childs (Patient Services Manager) or Linda Lawson (Practice Manager) who will be pleased to help where possible.