

**DR P N DESAI
DR S E LOWE
DR A FAROOQI
DR S SUKUMAR**

**THE OLD COURTHOUSE SURGERY
27 WOOD STREET
BARNET
HERTS
EN5 4BB
TEL: 020 8449 2388**

Patient Participation Group Action Plan

Our patient participation group were contacted and asked what priorities they would like to look at this year.

The following three priority areas were agreed:

Priority area 1: increase number of appointments with nurse.

Actions taken: We have trained up a receptionist as a Health Care Assistant. She is able to do health checks, smoking cessation, blood pressure and dressings. This has now freed up time with our nurses. We have also employed a new nurse, who is currently training to be a practice nurse. This will double the amount of nurses appointments that we currently offer.

Priority area 2: Re-decoration of patient toilet area

Actions taken: We have arranged re-decoration of our patient toilets. This is currently in the process of being carried out and already we have received an excellent feedback from patients.

Priority area 3: Patients were asking for an easier way of requesting and collecting prescriptions.

Actions taken: We have set up the service to enable patients to order prescriptions via our website, emis access and through the pharmacist. We are then able to send the prescription electronically to the pharmacist, for the patient to collect, thereby cutting out a trip to the surgery.

Results of these actions have been published on our website, newsletter and displayed on our notice boards.

We are also asking patients for their feedback when visiting their doctor or nurse and have on the whole received excellent reviews from our patients.

Any comments or suggestions that we receive from our patients are welcomed and will be looked into to see if they are viable and will be acted upon if at all possible.

Practice opening hours

These are detailed on our website, in our practice leaflet and on NHS choices website

Reception times

Monday – Friday 8.30am – 1.00pm

Monday, Tuesday, Thursday and Friday 2.00pm – 6.30 pm

Monday and Tuesday – appointments are offered until 7.30 pm