

**Norwood Medical Centre**  
**Patient Participation Group**  
**Agreed Action Plan 2011/12**

- **To increase the number of appointments available with GP Partners initially by 6 hours a week from November, increasing to 12 hours a week by April 2012 by using our Urgent Care Practitioner to cover on call days 3 days a week, freeing up the on- call doctor for regular appointments.**
  
- **To undertake another Patient Satisfaction Survey in summer 2012 to measure increase in satisfaction with access to doctor of choice and continuity of care as a result of action taken on appointments.**
  
- **To ensure on-going training for reception staff on customer service and ‘front of house’ skills.**
  
- **To hold at least 2 meetings of the Patient Participation Group per annum to discuss relevant issues and problems.**
  
- **To publish the results of surveys, action plans and minutes of meetings both on the website and in the waiting room.**
  
- **To continue the patient advocacy service provided by Lorraine Skillicorn (formerly Richardson) our Patient Liaison Adviser.**