

Kineton Surgery - Original Visit 27th April 2015
The Old School, Market Square, Kineton CV35 0LP

Practice Information * Information received from Surgery

Practice Manager: Lesley Source

Contact Details: 01926 640471

Recommendations:

Recommendation 1:

Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception to notify patients of current waiting times or the use of the electronic check in to do this.

Has this recommendation been met? Yes No

Comments:

As per your recommendation; our check in screen now notifies patients of any expected waiting time over 10 minutes plus our reception team have been asked to monitor the appointment book where necessary and inform patients of any immediate delays. Both of these changes have been successfully implemented and the patients have found the additional information useful. There is also a notice in the waiting rooms asking patients to check with reception if they have been waiting for longer than 20 minutes.

Any additional comments:

No additional comments.

Date of Enter and View Revisit	21/03/2016
Authorised Representatives	Jen Gilder
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