

Dunchurch Surgery - Original visit: 30th April 2015
Dunsmore Heath, Dunchurch, Rugby CV22 6AP

Practice Information * Information received from Surgery

Practice Manager: Emily Hughes

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Recommendations:

Recommendation 1:

The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.

Has this recommendation been met? Yes No

Comments:

I can confirm that we continue to promote the use of our online system to book appointments and continue to have patients signing up to this. We are also trialling offering preferential online bookable appointments for the first appointments of the morning and the last appointments of the day for workers.

Recommendation 2:

The surgery ensures that it consistently informs patients on the day of any delays which may impact their appointment.

Has this recommendation been met? Yes No

Comments:

This was discussed at a reception meeting to ensure reception staff are aware.

Any additional comments:

Date of Enter and View Revisit

24/03/2016

Authorised Representatives

Jen Gilder

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20/04/2017