

Lapworth Surgery - Original visit: 1st June 2015
Old Warwick Road, Lapworth, B94 6LH

Practice Information * Information received from Surgery

Practice Manager: Julie Briney

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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.

Has this recommendation been met? Yes No

Comments:

We have a television screen being placed in the waiting room and it will inform patients to contact reception if they have not been seen within 20 min of their appointment time who will then inform them of the waiting time

This will also ensure that any patients that have not checked in with the automatic check in kiosk are not forgotten

Reception staff will keep patients up to date on any delays when they are aware.

Any additional comments:

No additional comments.

Date of Enter and View Revisit	28/06/2016
Authorised Representatives	Jen Gilder
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