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| Concerns about seating plan in reception waiting area and patient confidentiality | Seating plan changed to ensure more patient privacy when speaking to receptionists |
| Care closer to home – provisions in the area in the absence of community matrons | * New VAWAS(vulnerable adult wrap around service) and the ANP service (catering specially to adults >18 years of age in the unplanned admissions list and also local care homes)
* RIACT service- as first port of call for a multi disciplinary assessment before considering hospitalisation if clinically stable.
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| Reduce the DNA rates | * Text reminder service for appointments the day before appointment.
* Reflection on the DNA behavior pattern and appointment system changes made.
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| Telephone Consultation times – sometimes a long wait |  Reception staff to take any special details if patients at work or other commitments and highlight to GP so contact can be made accordingly. GPs will endeavor to call between 11:30 am and 2 pm |
| GP access and appointment systemNot everybody is able to ring at 8 am for an appointmentOther appointment options ? | New appointment system from June 2015,to consist of 2 week prebookables,2-day GP appointments and also same day appointments.We also have telephone slots for telephone advise, discussion of results of tests done, sick notes, prescription queries and also a triage appointment will be offered if there are no appointments available for the GP to assess your condition and make arrangements to be seen as felt appropriate.Please pick up a leaflet for more information |

 Work together with us to improve our services to you.

If you’d like to be part of our patient participation group,please contact our practice manager Dawn Nelson or our PRG chair Ms. Janet Higgins