

Ellenbrook Medical Centre

Key points from action plan of 2012 survey discussion with our patient participation group and changes made.

- **The physical building.** Waiting room painted, de cluttered, new book shelf fitted, fish tank purchased.

- **Reception desk.** It was decided a bell was not appropriate.

- **Telephone system.** It was decided an automated message would not be used as this is unlikely to be favourable by patients.

- **Non attenders.** The group to discuss ways they think will help reduce the number of DNAs the practice has, still under review.

- **Tannoy.** Practice manager has asked all members of staff using the tannoy system to speak clearly and slowly.

- **Revamping the newsletter.** Newsletter has been revamped and is much more positive.

- **Website.** Procedural leaflet put on the website.