

Grosvenor Place Surgery  
Patient Reference Groups 2013/14

Action Plan

Plan	To be completed by	Comments
Improve waiting times by incorporating extra catch-up slots in the daily rota templates, ensure all clinicians start on time	End March 2014	
Water in the waiting room: Risk assessment due to flat beneath and concerns re potential misuse of the unit. It will not be possible to install a water unit in the waiting room		Patients may request a cup of water from the receptionist if necessary
Identify and trial different ways to get patient feedback	On-going	

If you would like to comment on this action plan or suggest other actions that you would like us to consider please drop us an email

[BSCCG.grosvenorplace@nhs.net](mailto:BSCCG.grosvenorplace@nhs.net)