

Rooley Lane Medical Centre – follow up questionnaire

Areas of priority (in no particular order)

- Appointments – Tackle missed appointments: _____
- Prescriptions – Promote online ordering, look at the new ETP service with chemists: _____
- Services – Enquire about starting a warfarin clinic at the surgery: _____
- Childrens play area: _____
- Online discussion board for the patient group: _____
- Set back a formal queuing line from the reception desk: _____
- Use the announcement board to highlight if a Doctor is running over 30 minutes late: _____
- Change the newsletter to bi-monthly: _____

Results from the final questionnaire

Weighting for ranking: 1 = 3 points, 2 = 2 points, 3 = 1 point.

| Areas of Priority | Ranking | | | Total |
|---|----------|----------|----------|-----------|
| | <u>1</u> | <u>2</u> | <u>3</u> | |
| Tackle missed appointments | 5 | 3 | 3 | 24 |
| Announcement board for docs 30 mins late | 2 | 7 | 4 | 24 |
| Formal queuing line | 4 | 4 | 0 | 20 |
| Prescriptions - online + EPR | 2 | 4 | 3 | 17 |
| Warfarin clinic | 3 | 2 | 1 | 14 |
| Childrens play area | 0 | 1 | 1 | 3 |
| Online Discussion board | 0 | 1 | 1 | 3 |
| Change newsletter to bi monthly | 0 | 0 | 0 | 0 |