

The Villages Medical Centre

Send Barns Lane, Send, Woking, GU23 7BP

## Patient Survey 2014/5: Action Plan

What	How	Who	When	Review Date
Create a facility for patients to contact the practice by email to leave non-urgent messages	The Practice generic email address will be published in the Surgery, on the website and in the Patient Leaflet	Practice Manager	3 months	1/7/2015
Improve communication about the special interests of our clinicians	A poster with photographs will be displayed in a prominent position in the Practice giving details of all our clinicians' special interests. This will also be placed on the Practice website and Patient Leaflet	Practice Manager	3 months	1/7/2015
On behalf of the Villages Medical Centre Patient Participation Group, the Practice will join the National Association of Patient Participation (N.A.P.P.), and aim to raise patient awareness of the VMC PPG	The National Association of Patient Participation is working together with GPs to improve services and to promote health and improve quality of care. They produce regular newsletters to improve Practice and PPG communication with patients. The practice will publicise the role of the VMC PPG and how contact patients can contact them	Practice Manager	Begin immediately	1/9/2015