

The Villages Medical Centre

Send Barns Lane, Send, Woking, GU23 7BP

Patient Survey 2013/4: Action Plan

What	How	Who	When	Review Date
Care.data Programme	Raise awareness and understanding of the new National programme of extracting medical records from practices in September 2014. The practice will attach a flyer to all repeat prescriptions	All GPs and Staff	Immediately	31/7/14
Some patients said they are unaware that the practice has a website	The practice will advertise this more widely with posters in the surgery and will include it in the next Send & Ripley Matters magazine article	Practice Manager	Immediately	31/5/14
Some patients said they were not aware of the new remote care monitoring service for patients with thyroid problems	The practice will advertise the new service, which affects only those patients with thyroid problems	Practice Manager	Immediately	31/5/14
Some patients said they were not aware that the practice has a wheelchair available for their use	The practice will advertise this in the next Send & Ripley Matters magazine article	Practice Manager	Immediately	31/5/14