

National Patient Survey Published Mossley Fields Surgery - 2018 (Data)

Area for Improvement	Our %	CCG %	National %	PRG Comments	Practice Comments	Action Plan	Review Date
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NOTE: Only areas scoring below or close to average, or otherwise identified as in need of improvement are included in this data. The remainder of the indicators in the Patient Survey data for Holland Park Surgery far exceeded both local and national benchmarks

93% of respondents took the appointment they were offered	93%	94%	94%		The practice offers a range of appointments from 7.30am to 5.50pm. There are also out of hours alternatives if these times are not convenient.	Highlight the out of hours services that are pre-bookable at evenings and weekends. Offer online booking facilities for patients to choose their own appointments.	
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