

The Dicconson Group Practice
Boston Hse
www.thedicconsongrouppracticewigan.nhs.uk

PRACTICE NEWS



Dr Salma Mughal will be retiring from the practice after 35 years with the practice at the end of June.

We wish her a very long and happy retirement. She will be missed by patients, staff and colleagues.



Patient Survey Results

Many thanks to all who completed the questionnaire. Please collect a copy of the survey results and full action plan from reception or visit our website (insert info).

Some examples :-

You said

You were unhappy with the telephone constantly being engaged

We did

We are intending to introduce a telephone queuing system in the next 12 weeks.

More information on how this will be set up will follow regarding this

You said

31% indicated you would prefer us to open before 8am –

We did

We are working with our Patient group on promoting the services we offer. Currently we offer GP and practice nurse appointments 7am – 8am on a Monday and Tuesday



On line access – improvements on the way

We will soon be updating our online access – this will allow you to request repeat prescriptions and book appointments more easily.