

Name of Service: Podiatry

Action plan for satisfaction survey 2014-5

You told us this	As a result
<ol style="list-style-type: none"> <li>1. Client's were very pleased with their foot care and feel involved with the decisions about their foot health care but they do not fully understand the service.</li> <li>2. Client's expressed concerns about the length of time it took to get an appointment.</li> </ol>	<ol style="list-style-type: none"> <li>1a. All podiatry staff are aware of the requirements to explain to clients why we are providing a particular treatment and what the treatment is aiming to achieve.</li> <li>2a. The department is undergoing change but does realise that the waiting periods need improving and are working on creative ways to bring the delay time down to an acceptable level.</li> </ol>

