## Bromley Healthcare better together

## Name of Service COPD

Action plan for satisfaction survey 2015-16

You told us this	As a result
You wanted better signage and directions to find the clinic	Maps are now being send out with first appointment letters
You would have liked a cup of tea	Tea/coffee to be provided between exercise and education
The course to continue	We have just started maintenance classes at Orpington but open to all post PR patients

