

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 is now provided between exercise and education
The course to continue	The maintenance classes at Orpington are established and well attended.
Overwhelming number of patient's are satisfied with our service.	We will continue the good work and develop the service to meet patient needs.

