

Practice Action Plan - Including the outcome of our Patient Survey 2015 -16

Patient Survey analysed by: Yvonne Smith (Practice Manager)
Overall Satisfaction Satisfactory/Good/ Excellent = 95%
Agreed Actions and Outcomes discussed with: Clinicians/Staff and Patient Participation Group

All our registered patients are encouraged to provide feedback on the services that we provide. Feedback can be received via various sources such as:

- Friends & Family Testing (in-practice or via our new website), Patient Survey, Suggestion Box (located by reception), Website or can be discussed with a member of staff or Practice Manager.
- Patients are also welcome to join our Patient Participation Group – Leaflets available in waiting rooms and you can also ask at reception
- The outcome of our survey proved to be constructive and overall satisfaction is 95%. Involvement/discussions and actions with Practice Manager – Yvonne Smith along with the clinicians, practice team and our Patient Participation Group

Details	Comments	Action	Responsible Person	Timescale	Completed Y/N - Ongoing
Opportunity of speaking to a doctor/nurse on the telephone when necessary	Overall satisfaction: 82% of our patients are satisfied with the opportunity of speaking to a doctor/nurse on the telephone when necessary though some patients did not complete this question either because they have never had to telephone to speak to a clinician or they are unaware of this service. However, this has improved since the previous survey (2014-15).	Remind our patients that this service is available (Patient feedback poster in waiting rooms and website. Check that our information we provide in waiting rooms and on our website/practice leaflet, Envisage Screens and in our Practice Information Booklets	JH/CP	1 month	
	We are also looking to extend/improve our telephone consultation access	<ul style="list-style-type: none"> • Monitor telephone calls from patients – when is our busiest time of the day • Assess time/availability of clinicians 	Reception staff YS/Drs	Review in 6 month	Ongoing
Information we provide to our patients	Overall satisfaction: 93% of our patients are happy with the information we provide to them. However, one or two have commented on Patient Online Access – information and making it easier to access and understand There are already posters and information leaflets in the waiting rooms and incorporated in our information booklets – there is also a video clip on our website for patients. Furthermore, there is the Patient Information website (www.patient.info) and can also access NHS Choices (can also access this via our website)	<ul style="list-style-type: none"> • Remind patients of the system via our feedback/poster/website • Continue to support our patients 	YS/Drs Staff	Immediately	Ongoing

Details	Comments	Action	Responsible Person	Timescale	Completed Y/N - Ongoing
<p>Continuation of Information we provide to our patients</p>	<p>With regard to the question asking patients if they are aware of Patient Online Access – 41% of patients who completed the survey are aware of this and 59% of our patients did not respond – it was agreed that we have all the information out there for patients to see but maybe they do not want to access online.</p> <p>Within our Patient Participation Group we have concentrated on 3 actions; one being with regard to our information we provide to our patients. Currently we are focused on “Easy Reading” information – incorporating illustrative pictures, signs etc., where possible. Additionally, we are concentrating on Information Days – so far we have had Morning Coffees for MacMillan Cancer Support – and Dementia UK to raise awareness – we also provided a training session for Dementia</p> <p>Further information days will be arranged and advertised and our patients are welcome to attend</p>	<ul style="list-style-type: none"> • Continue to update information • Arrange further Information days • Further update training to be arranged for Dementia 	<p>YS/Staff</p> <p>YS</p>	<p>Review in 6 months</p> <p>Review in 6 months</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>Further specific points discussed and what we propose</p>					
<p>Level of satisfaction with Opening times/Waiting times to get an appointment/ Also waiting times/times of visit</p>	<p>Overall satisfaction: 99% of patients are happy with our morning access and appointment system -</p> <p>Overall satisfaction: 95% of our patients are happy with the waiting times for an appointment. Although this is an excellent result and our patients value the morning drop-in sessions, sometimes there may be a long wait – we discussed this with the PPG and it was agreed with the group that this is the nature of a drop-in surgery, which overall our patients are happy with and this has to be accepted when coming to morning surgery - no matter how many patients turn up before 10.00am, all are seen by a doctor. If patients are not prepared to wait, they can always book an appointment. Our receptionists do inform patients of waiting time - advising how many patients are waiting to see the particular doctor they have requested to see</p>	<p>We will continue to provide excellent morning drop-in surgery and appointment system</p> <p>Remind staff to ensure they always inform patients of waiting time</p>	<p>YS/Drs</p> <p>YS</p>	<p></p> <p>Immediately</p>	<p>Ongoing</p> <p>Y</p>

Details	Comments	Action	Responsible Person	Timescale	Completed Y/N - Ongoing
Continuation of - Level of satisfaction with Opening times/Waiting times to get an appointment/ Also waiting times/times of visit	We are reviewing our appointment availability online	Review/monitor availability of online appointments and remind patients that they are also able to book appointments online via our website (Patient Access) – further advertising/posters/leaflets in waiting rooms and website	YS/Drs CP/HG	3 months	
Respect/Privacy and manner in which you are treated by the reception staff	98% - overall positive result for respect and privacy although it was mentioned about privacy in the hallway - It was agreed with the practice team and PPG that there is nothing we can do about the layout of reception; however, remind patients that we respect their privacy and if they wish to speak to a member of staff they can ask at reception and this will be arranged 99% of our patients are happy with the manner in which the receptionists treat our patients Front of desk is first point of contact for our patients and therefore we strive to provide excellent customer service. Therefore it is important that we keep up-to-date with all aspects of training for staff to carry out their role effectively and efficiently ensuring our patients are treated with the upmost respect and are listened to at all times	Reinforce information provided to our patients that they can ask to speak to a receptionist if privacy is required. Poster – feedback to patients Continue with updates/refresher training/annual appraisals and 6 monthly reviews	All staff YS YS	As soon as possible	Y
Consultations	96% of our patients are happy with their consultations with a clinician	Continue to provide excellent care	Drs/Nurses		Ongoing

Some comments by our patients from the latest survey:

- “Always excellent service”
- “The appointment times and availability of doctors is excellent”
- “Doctors/Nurses care has always been excellent”
- “Particularly drop-in surgeries and child surgery after 11.am are excellent”
- “Service always great – Love the open access system”
- “This is an excellent practice and all GP’s and staff are supportive, respectful and helpful. I am very pleased with the care I and my family receive”

**Thank you to all patients for completing our survey.
We welcome your feedback and we will continue to provide an excellent service.**