

Marus Bridge Practice

Patient Survey Action Plan

Agreed 23rd June 2015

The following action plan has been compiled together with the Patient Group/practice manager and the Patient Representative Group (Patient Feedback Group)

104 Patients completed our patient survey which was handed out between 1st January 2015 – 31st March 2015.

The Patient Group/Feedback Group and practice manager felt we should concentrate on areas whereby answers for 'fair' or 'poor' totalled equal to or more than 25% - we also considered patient additional comments when agreeing an action plan.

	Poor to Fair	Good to Excellent	Don't know
Getting through on the phone	34%	48%	1%
Satisfaction with the day and time arranged for your appointment	22%	45%	0
Speaking to a Doctor on the phone	13%	36%	18%
Speaking to a Nurse on the phone	14%	30%	26%
Length of time waiting in the practice	44%	26%	0

What we are doing well:

- Overall very pleasing results with the vast majority of patients saying that they would be extremely likely to recommend the practice to family and friends (77%).
- Lots of positive comments regarding the care from clinicians and friendly and helpful reception staff.
- Patients satisfaction with being able to get an appointment at short notice.

What patients say we are not doing well on:

- Getting through on the phone
- Waiting times in the Practice
- Making patients aware of the services provided by the Practice Nurses.
- Not always able to see preferred doctor

Areas for Action

Getting through on the phone

Enable cancel appts via text (purchase new sms system – iPLATO) – Sharon s/w CCG update next meeting
Look into Patient Partner – automated telephone system – to book/cancel/change appts (its optional) – Sharon arrange demo and cost up for next meeting
?more staff to answer during peak times – Sharon audit telephone peak calls and s/w partners re more admin hours – update next meeting

Length of time waiting in practice

Ensuring patients aware beforehand of potential wait. –

- *notified on booking same day apt of possible wait upto 1 hour – Sharon s/w admin team – update next meeting*
- *apology from receptionist if any potential delay on arrival or during wait – as above*
- *Apology on health promotion screen – Lisa – update next meeting*

Informing patients of services by the Practice Nurse

Practice Nurse services Posters/Website – Lisa – update next meeting

Not seeing preferred doctor

Speak with partners re feedback - ?system change – Sharon take to Business Meeting – update next meeting