

ACTION PLAN BASED ON THE PATIENT SURVEY AND DISCUSSIONS WITH PATIENT REPRESENTATIVES

The results of the Patient Survey (Conducted between November 2013 and January 2014) were sent to Patient Representatives by the Practice Manager, Mary Hennells as the majority of the group were unable to meet at short notice, to discuss the results directly. Patient representatives replied with their thoughts, ideas and possible actions points for collation by the Practice Manager.

The following were highlighted as areas which could be improved to enhance patient experience:

Area	Action	Date for Action
Online Facilities	<ul style="list-style-type: none"> Promote use of online facilities such as booking appointments and repeat prescriptions e.g posters at both sites, newsletter, website, practice leaflet and small information leaflet placed in prescription bags, etc 	30 April 2014
Reception Staff 20% drop in response of "very helpful" to "fairly helpful" when asked about helpfulness of reception staff – <i>This could be due to the introduction of the electronic check machine and therefore the reception staff not having as much face to face contact in the surgery.</i>	<ul style="list-style-type: none"> Further staff training Acknowledgement of patients by staff even when using the electronic self-check in service and not directly coming to reception to check in. 	Ongoing Ongoing
Priorities for the PPG re Additional Questions	<ul style="list-style-type: none"> Practice Staff and PPG to meet to discuss the possibility of having a short, possibly verbal, questionnaire undertaken to gather the outcomes for the additional questions previously raised. 	For discussion at the next PPG

25.03.2014