**Parkside Medical Practice –Survey Action Plan March 2017**

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| **Question** | **Discussion and Proposed Plan** | **Plan / Date Due** |
| **1*. Generally how was the GP/ANP/PN attitude towards you?*** | **88.5% of the overall feedback fell into the very good (67.5%) or fairly good (21%) which the Practice was quite happy with.**  **The feedback was discussed at the clinical meeting as a team and addressed issues such as English not as a first language and meeting patient demands/ expectations which at times are quite high.**  **For example: Asking a minority of patients to buy “over the counters medicines” can at times cause conflict and the patient goes away unhappy.**  **Current CCG drive to encourage patient self care so Practice we have put up posters in waiting room to promote this.  Also will help explain that often medicines are cheaper to purchase from the supermarket than on a prescription on the NHS.  This will help explain the reasoning behind the advice given by clinicians and help to reduce conflict and patient dissatisfaction.**  **New “Accessibility Guidelines” and “Reports” were discussed and we need to ensure that attitudes towards deaf, blind and patients with disabilities etc. are shown compassion and are treated with dignity and respect.** | **Ongoing plan to work with all Patients and the PPG group to ensure patients understand how General Practice works and why at times their demands cannot be met. All Staff to be refreshed at a Practice training session, when and how to book interpreters so ensure we have no language difficulties with communication.**  **“Accessibility” training has already taken just recently and need to ensure that all patients have a plan in place for any patients on the list. Another PBL will be booked again 17/18 in the Practice** |
| **2. *Did the clinician discuss and involve you in your care plan*?** | **This was discussed at the last clinical meeting-which again we think are appropriate figures because of the diverse and ethnic population we have (inner –city deprived).69% informed us that they think that they were involved in their care.**  **Good Clinical Care and effective consultation skills support placing the patient at the centre of the consultation which the Practice tries to do at every Consultation. However in instances where printed care plans are provided for patients e.g. asthma/copd/aua reviews, the paper management plans are provided in English. Again, there could be problems due to the many languages we have. We have English Clinician’s and Asian Clinician’s**  **If we can get leaflets paperwork in different languages we will do.**  **Staff have had training for chaperoning and can speak Gujarati, Urdu, Punjabi, Pashto, and Hindi and this helps at times.** | **Ongoing –to ensure that interpreters are booked and are available for consultations when needed.**  **Ongoing- Obtain leaflets /paperwork in different languages if possible.** |
| ***3. How convenient was the appointment you were able to get?*** | **77.5% of the feedback was that the incumbent appointment system was fairly convenient. It was discussed that we are over average for the appointments that we offer. Patients can now book on line and patients are now doing this more and more-we have now 21.7% registered for on line. Messages are taken for the on call GP and whether on the telephone and at the front desk. This will be triaged and the patient is always contacted from April 2016 we have had**  **From April 17 onwards, the Practice will form part of the Bradford Care Alliance and be involved in extended hour’s provision and contribute to increased access and availability.** | **Ongoing**  **Advertising and pushing booking on line appointments**  **Plans to be put in place for extra out of hours provision.**  **June 2017** |
| ***4. Overall how would you describe your experience of making your appointment*?** | **86% of the feedback was that it was very easy or fairly easy to make appointments.**  **The Practice will continue to promote the use of online services to book appointments and promote registration for online services at every opportunity.**  **The number and range of appointments available for online booking will also be expanded in line with requirements and appointment utilisation.** | **Ongoing**  **The Practice will continue to promote the use of online services to book appointments and promote registration for online services at every opportunity. Same day access on line appointments will be changed and released at 7.30am line to avoid the congestion at 8.00am. (presently released at 8.00)**  **The Telephone provider has already been brought in to ensure telephone calls are diverting to the next member of staff and continue till this eventually come to the PM Office.** |
| ***5. How satisfied are you with the hours your GP opens?*** | **75% of the responses are very satisfied or fairly satisfied with the opening times.**  **From April 17 onwards, the practice will form part of the Bradford Care Alliance and be involved in extended hour’s provision and contribute to increased access and availability.** | **June 2017**  **Ongoing:**  **Plans to be put in pace for extra out of hours provision.** |
| ***6. If the surgery could stay open longer, which times would suit you best?*** | **A large number of responses would prefer additional capacity at weekends and later evenings. Patients did not only tick one additional time but some picked three different times with the main one being later evenings followed by Sat am and Sat pm**  **From April 17 onwards, the practice will form part of the Bradford Care Alliance and be involved in extended hour’s provision and contribute to increased access and availability.** | **June 2017**  **Ongoing**  **Plans to be put in pace for extra out of hours provision.** |
| ***7. How easy is it to get through to your GP surgery on the telephone?*** | **81.5% of the responses stated it was very good or fairly good to access the surgery via the telephone.**  **The surgery telephone system is being updated to include voice messages when patients are on hold, promoting the uptake of the online system at this present time however this will change when we have other priorities such as flu season.**  **We will add a video tutorial/guide to the website on how to use the online appointment booking system for our patients to refer to.** | **30/4/17**  **The surgery phone system has been updated to include voice messages when patients are on hold, promoting the uptake of the online system.**  **We will add a video tutorial/guide to the website on how to use the online appointment booking system for our patients to refer to.** |
| ***8. How would you describe the service you get from your GP/Reception Staff?*** | **94% of the responses stated the service received from colleagues was very good or fairly good.**  **The Practice places huge emphasis on training and development and as such as number of colleagues are enrolled onto the customer service NVQ and group training/feedback is also provided at Practice Meetings and Practice training sessions** | **Ongoing**  **Staff training logs/training needs/. Staff appraisals updated in April 2017** |
| **9*. As far as you are aware which services does your surgery provide?*** | **The responses showed that a majority of patients were aware of the services provided at the Practice.**  **The Practice will ensure all new patients receive the Practice leaflet.**  **The signs are being updated at the Practice highlighting services available.**  **Email addresses are now routinely being collected and provide an additional route to communicate services available with patients.**  **The Practice leaflet is available electronically on the website and the link can be sent as a text message patients.** | **30/4/17-ongoing**  **This will be discussed at the next Practice meeting and staff will have to read code that one has been given. 8CE5**  **The signs are being updated at the Practice highlighting Services**  **available.**  **Email addresses are now routinely being collected and provide an additional route to communicate services available with patients.** |
| ***10. How would you describe the overall experience of your visit to the surgery*?** | **92.5% of responses described the overall experience of their visit to the surgery as very good or fairly good. Discussion at the Practice meeting showed that staff were happy with this due to the high demands of the patients.** | **Though it showed that the response’s rate was good or fairly good we will not become complacent and ensure that we have regular staff training and sort any problems out as they arise and actions will be put in place.** |
| **11. About you** | **The sample size was 200 and formed a good representation of the demographics/ethnicity and age group at the Practice.** | **Graphs are all attached.** |
| **12. Ethnicity** |  |
| **13. Age Range** |  |