

## **PRG action plan, based on patient feedback (100 questionnaires) Oct 2013**

- Question 4 on survey -Feedback from the patient survey suggested that there was sometimes confusion surrounding who was next for the doctor and in what order they arrived. Over a third of the patients surveyed felt that patients should be seen in the order they arrive.
- **Action – It was suggested it could benefit the patients if the doctors went out to the waiting room to call the patients in personally, then if there was some confusion about who was next this would be avoided, especially if the doctor notices patients were getting ‘out of turn’. Also if there was a patient that was noticeably distressed the doctor in question could try to help by suggesting the patient be seen sooner. (Dr Zubairu gets a house point as he does this already!)**
- Only 2% of patients felt it was a good idea to restrict the consultation to one problem –**the group explained this was because as a patient one can be unsure when listing symptoms how many actual ‘problems’ they represent, also a patient is often unsure which may be most significant symptoms as only the doctor can really advise on that- however it was fine to bring a patient back to ‘sort through the rest’ when the ten minute appt is at an end**
- Question 5 on the survey – 91% of our patients surveyed felt that it was acceptable to wait up to 20 minutes for their appointment.
- **Action – If practical a brief apology by the doctor when things run more than 20 mins behind would be so much appreciated by most patients .**
- Question 6 on the survey - concerned access to the building, it was pleasing that 94% of patients felt that access to the building was ‘easy’.
- **Action - a suggestion was made that we re-paint the white lines on the steps for visually impaired patients.**
- Question 8 -100% of respondents thought the surgery was very(83%) or fairly (17%) clean
- **Pleasing -pass on compliments to the staff concerned**
- Question 10 -96.7% respondents were either very satisfied or satisfied with the service provided by their GP
- **Pleasing -pass on compliments to the doctors concerned**
- Question 14 on the survey – 82% of the patients surveyed felt that they would like to access information about the practice electronically either via, email, text or through accessing the website.
- **Action - the aim would be to sign as many patients as possible to patient access, this way we can obtain their email addresses. Aim to get SMS messaging set up to remind patients of pre-bookable appointments and to inform them when their blood results are back.**

- Question 19 on the survey - asked for feedback. The main topics of discussion were surrounding booking appointments on the telephone at 8am and the difficulty that patients experience.
- **Action - areas of improvement suggested were to introduce an extra member of staff at 8am so that all four lines could be answered for the first 30 minutes, esp. on a Monday.  
? introduce call waiting on the telephone system- so that patients will be told where they are in the queue. All members of the PPG felt that this would be beneficial, as would increasing patient participation with on-line booking**