

Latchford Medical Centre  
ACTION PLAN TEMPLATE  
CQC175

**TASK TO BE CONSIDERED – GP PATIENT SURVEY**

<https://gp-patient.co.uk/practices/N81065?term=Latchford+Medical+Centre>

374 GP Surveys were sent out to our patients on behalf of NHS England. 95 were completed, a 25% completion rate. The survey was published on the 7<sup>th</sup> January 2016. The survey was discussed at the clinical meeting and it was decided to take it to the PPG meeting in February.

Action	Responsible	Time frame
<p>Discuss GP Survey at PPG meeting.</p> <p>The PPG were overall impressed with the survey and thought that a 25% rate was good but 95 patients is only 1.4% of our patient population. They felt that there were some areas of improvement. There were 24 areas that were questioned and 16 areas had over 85% positive response rates. The PPG thought that 85% was a good result but wanted to further question the patients on the 8 areas that scored less than 85%.</p> <p>Decided to publish their own survey. Questions discussed at meeting and ideas given to PM.</p>	Katy Brocklehurst	February 2016

Action	Responsible	Time frame
Write a new patient survey	Katy Brocklehurst	March 2016
Review patient survey and sign off or suggest improvements.  PPG were happy to sign off the survey and offered to come to surgery in May and help promote	PPG	April 2016
Give out survey to all patients and get on internet site	Receptionists and Katy	May 2016
Collate data daily	HCA	May 2016
Analyse data and get it together for PPG	Katy Brocklehurst	June 2016
Present findings at next PPG meeting	Katy Brocklehurst	June 24 <sup>th</sup> 2016
Discuss findings	PPG	June 24 <sup>th</sup> 2016
Create action plan to improve services for patients	PPG	June 24 <sup>th</sup> 2016
Suggest changes to Practice	PPG	August 26 <sup>th</sup> 2016
Discuss suggestions with partners and implement where possible	Katy Brocklehurst	September 2016
Feedback to PPG	Katy Brocklehurst	October 28 <sup>th</sup> 2016