

Latchford Medical Centre
ACTION PLAN TEMPLATE
CQC175

TASK TO BE CONSIDERED – Latchford Medical Centre Patient Survey

Following the GP Patient Survey our PPG have circulated a Patient Survey. Surveys were handed out in surgery and put on the practice website and the web link was emailed to all patients who had a registered email address.

In summary:

Patients from 16 years to 75+ responded

73% of responses came from women

79% of completed surveys were hand written

Area to be improved and	Actions to be taken	Responsible	Time frame
<u>RECEPTION TEAM</u> 97.2% of respondents think that our reception team are either very helpful or helpful.	This is very good to hear and it is important that the reception team and administration team learn about this positive result. Discuss at the next PLT	Katy B	28/07/2016
<u>BOOKING APPOINTMENTS AT THE SURGERY</u> 72% of patients book their appointments over the telephone 35.2 % of patients feel that it is not easy and not at all easy to book their appointments and they do not think this is acceptable.	Increase awareness of online booking by promoting it through the telephone message as this is most peoples preferred method. Improving the online access as there are a number of comments from patients stating that there are no appointments available – work with PPG members. Work with the reception team to train them to offer appointments in the future and not just the same day when the appointments for that day are gone.	Katy B Katy B Katy B	15/07/2016 01/08/2016 28/07/2016

Area to be improved and	Actions to be taken	Responsible	Time frame
<p><u>GETTING THROUGH TO THE SURGERY ON THE TELEPHONE</u></p> <p>51.9% of patients do not find it easy to get through on the telephone and 45% of them do not think this is acceptable.</p>	<p>Arrange a meeting with the telephone line company to discuss current situation and how we can improve it.</p> <p>From the comments we can see that many patients think the telephone message is too long and not needed. Shorten the message at the beginning.</p>	<p>Katy B</p> <p>Joanne Davies</p>	<p>24/07/2016</p> <p>15/07/2016</p>
<p><u>REQUESTING TELEPHONE CONSULTATIONS</u></p> <p>87% of patients are aware that they can request telephone appointments but 45% of them do not know if it is easy to request one.</p>	<p>Promote telephone appointments more when signposting patient appointments. Train receptionists.</p>	<p>Katy B</p>	<p>25/07/2016</p>
<p><u>ONLINE SERVICES</u></p> <p>67% of patients know that you can book appointments and repeat prescriptions over online but 12.9% of respondents do not find this easy and 39.8% do not know.</p>	<p>At the new patient medical the healthcare assistant to give the patients their on line booking information and give them a tutorial in how to book appointments.</p> <p>Train all staff in how to book online appointments so that they can teach the patients</p>	<p>Jennifer Moran</p> <p>Jennifer Moran</p>	<p>25/07/2016</p> <p>August 2016</p>
<p><u>WAITING TIMES AT THE PRACTICE BEFORE CONSULTATIONS</u></p> <p>Once arriving at the surgery</p> <p>12% of patients were within 5 mins 32.4% were seen between 5-10 mins 33.3% are seen between 11-20 mins</p>	<p>Promote the fact that when the patient's book in using the booking screen it will tell them how long they have to wait.</p> <p>Review waiting times once new systems have been in place and see if this is still as much an issue</p>	<p>Katy B</p> <p>Katy B</p>	<p>15/07/2016</p> <p>October 2016</p>

Area to be improved and	Actions to be taken	Responsible	Time frame
<p>10.2% are seen between 21- 30 mins 5.6% are seen after 30 mins</p> <p>49.1% rate this good and above 30,6% rate this fair 12% rate this poor and very poor</p> <p>86.1% agree that unexpected emergencies should take priority over routine appointments.</p> <p>Patients feel that it is acceptable to wait:</p> <ul style="list-style-type: none"> • 0 – 5 minutes - 4 (3.7%). • 5 – 10 minutes - 65 (60.2%). • 11 – 20 minutes - 22 (20.4%). • 21 – 30 minutes - 6 (5.6%). • More than 30 minutes - 0 (0.0%). • No response - 11 (10.2%). 			
<p><u>OPENING TIMES AT THE PRACTICE</u></p> <p>88% of respondents to the surgery are more that satisfied with our opening hours. (% are not bothered yet 4% are dissatisfied</p>	Start opening late nights and promote services	Katy B	20/07/2016
<p><u>OVERALL EXPERIENCE OF LATCHFORD MEDICAL CENTRE</u></p>	This is very good to hear and it is important that the reception team and administration team learn about this positive result as well as the PPG and patients.	Katy B	July 2016

Area to be improved and	Actions to be taken	Responsible	Time frame
<p>94% of patients rate our service as good or extremely good.</p> <p>84% of patients would recommend us to friends and family</p>	<p>Discuss at the next PLT, PPG meeting and add to website and PPG notice board</p>		