

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
<p><u>RECEPTION TEAM</u></p> <p>97.2% of respondents think that our reception team are either very helpful or helpful.</p>	<p>This is very good to hear and it is important that the reception team and administration team learn about this positive result.</p> <p>Discuss at the next PLT</p>	Katy B	28/07/2016
<p><u>BOOKING APPOINTMENTS AT THE SURGERY</u></p> <p>72% of patients book their appointments over the telephone</p> <p>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.</p>	<p>Increase awareness of online booking by promoting it through the telephone message as this is most peoples preferred method.</p> <p>Improving the online access as there are a number of comments from patients stating that there are no appointments available – work with PPG members.</p> <p>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.</p>	<p>Katy B</p> <p>Katy B</p> <p>Katy B</p>	<p>15/07/2016</p> <p>01/08/2016</p> <p>28/07/2016</p>

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% or respondents to the surgery are more that satisfied with our opening hours. (% are not bothered yet 4% are dissatisfied</p>	<p>Start opening late nights and promote services</p>	<p>Katy B</p>	<p>20/07/2016</p>
<p><u>OVERALL EXPERIENCE OF LATCHFORD MEDICAL CENTRE</u></p>	<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.</p>	<p>Katy B</p>	<p>July 2016</p>

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