

Chew Medical Practice - Local Patient Survey 2013

Action plan resulting from findings

	<i>Problem</i>	<i>Action</i>	<i>By whom</i>	<i>By when</i>
1	Number of survey forms returned was significantly lower than last year	Broaden membership of Patient Reference Group: Hold open meeting Target under-represented groups	KD	31/7/13
2	Patients expect contact from surgery on discharge from hospital, but surgery aren't notified by hospitals until much later	Draw up patient leaflet on what to expect when being admitted to / discharged from hospital	KD/HB	31/7/13
3	Inaccurate or missing information on practice website	Check all parts of website to make sure information is appropriate and up to date	KD/SV	31/7/13
4	Some patients expect to be registered with a named doctor and may not understand that they can choose to see any doctor	Improve website and practice leaflet, to include more on how the practice works: you are a patient of the practice rather than a specific GP, all GPs and nurses have access to all of your information	KD/SV	31/7/13
5	Parking	Monitor use of disabled spaces	KD	31/7/13
6	Dispensary sometimes put up repeat medication that patients do not think they requested	Emailed requests and any unclear repeat requests to be stapled to bag so that patient can see what was ordered when collecting; dispenser to discuss any queries with patient	SO/MB	30/4/13
7	Dispensary sometimes struggle to find prepared medication when patient comes to collect it, causing delays and queues to build up	<ul style="list-style-type: none"> - All staff to use computer screen to confirm what they are looking for at front desk - Clear out uncollected bags regularly to keep contents of drawers to a minimum - Staff to call for help from a colleague if queue is long or if something needs to be sorted out behind the scenes 	SO/MB	30/4/13
8	Patients are not sure where to look for different types of information in the surgery	Give all noticeboards a heading so that patients know what to expect to find where	TG/CW	30/4/13
9	Not all patients know that there is a separate toilet for producing samples in treatment area	Make sure everyone – GPs, nurses, receptionists – sends patients to toilet in treatment area for	KD	31/3/13

		producing samples (for privacy)		
10	Some patients feel that receptionists sometimes put our systems before customer service	Reinforce customer service ethos with receptionists, make sure all are fully trained to put patient first	TG/ML	31/10/13
11	Confusion over arrangements for accessing a GP at the weekend	Better promotion for out of hours arrangements – BEMS are part of the GP system; we don't have urgent surgery on Saturdays	KD/SV	31/7/13
12	Surgery rearranges appointments too often	Audit reasons why we move appointments for patients, and look for ways to reduce it	SO	31/7/13
13	Patients don't know new doctors, so tend to try and get appointments with the long-standing ones	"Get to know your doctors" session for salaried GPs	KD	31/7/13
14	Too much pressure for appointments with Dr Wilkins for specialist dermatology advice	When Dr Graham returns, remind all clinical staff that she is also qualified in dermatology	KD	30/4/13
15	Patients are not told when a doctor is running very late (ie 30 mins or more)	Better use of patient call boards in waiting area to warn patients when a doctor is running very late – train some receptionists to put messages on	SO/TG	31/7/13
16	Sometimes a 10 minute consultation is not long enough to explain a complex problem	Make more use of double appointments to allow patients to present more complex problems – GP to decide where appropriate, and to tell patient/add alert to record	KD	30/4/13
17	Some patients feel that doctors are sometimes abrupt or patronising	Make all GPs aware of patient perception	KD	30/4/13
18	Triage and routine phone systems are difficult for any patients who are at work and cannot be rung back except during their breaks (teachers, nurses etc)	Consider whether we can make the phone-back system more flexible	KD	31/10/13

KD Kate Davenport, Practice Manager
HB Helen Boyde, Secretary
MB Maria Bartlett, Lead Dispenser

SO Sally Orchard, Asst Practice Manager
SV Shaun Vallender, Project Support Officer
ML Maggs Lodge, Reception Supervisor

TG Tonia Grant, Reception Manager
CW Clare Watkins, Admin Support Officer