**NHS GP SURVEY ACTION PLAN 2020/21**

**MOOR PARK MEDICAL PRACTICE B83661**

**The Practice is looking to improve on figures for patients completing the Surveys for 2020/21 theses are the last 3 years figures:**

**2018 – 25% Patients returned their completed survey**

**Sent Out 407**

**Returned 100**

**2019 – 17% Patients returned their completed survey**

**Sent out 456**

**Returned 79**

**2020 – 17% Patients returned their completed survey**

**Sent out 469**

**Returned 81**

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| **Areas To Improve on** | **Action Plan** | **Date** |
| **Ease of getting through to the practice** | **Discussed in Practice Meeting****PM discussed with Admin staff in daily huddle. Details ion blue book on reception****Staff to Answer phone before 3 rings****New telephone system 2019****Head Sets purchased** **All reception staff have their own headset****Ease of answering telephone call with headset****No distractions** | **27.07.2020****27.07.20 review Dec 2020**30.06.20Reviewed 25.09.**2020****New systems in place and working well. PM to monitor and review again****Reviewed 25.01.2021****All systems working well and staff are giving an excellent service to patients throughout the COIVD 19 pandemic****Review December 2020** |
| **Reception staff need to be more helpful** | **Practice below average on reception staff being helpful****PM to source Customer service training again****Staff to be empathic and understanding at all times****Offer all services****Push Dr** **E Consult****Telephone call****Extended Access****Extended Hours****Refer to Social Prescribing if patient has other non-medical problems** | **Review Dec 2020****Reviewed January 2021****Staff have worked throughout COVID 19 and given a excellent service to patients. Changes have been made on daily basis and these have been implemented by staff efficiently and effectively.** **The Practice has a logbook in reception where all staff can right changes down****Daily Meetings on updates are held****Monthly Practice meetings are held with distancing rules in place.****Face to face appointments have been available throughout the pandemic****Nurse and HCA appointments have been available throughout the pandemic****Some reviews have been done over the telephone****Ongoing at all times** |
| **Health care Professionals to take more time with patients** | **HCA’s to take more time to listen to patients****Customer service training to be sourced****Refer to Clinician if feel unable to resolve medical issues****Refer to Social Prescribing if patient has other non-medical problems** | **Review Dec 2020****REVIEWED 25.09.2020****COVID 19 has stopped all training****Online training has been sources****Hca and nurse HAVE DONE THE FOLLOWING VACCINATION TRAINING****FLU****January 2021****COVID19****SEPTEMBER 2020****USE CLICS to refer patients to ANP AND CMMUNITY CONNECTOR** **Ongoing****Reviewed 25.01.2021** |
| **Needs met During Consultation** | **Patients’ needs to be met during consultation.****Listen****Act****Self-Care****Patient engagement****Refer to Social Prescribing if patient has other non-medical problems** | **Review Dec 2020****Reviewed 25.01.2021****Use CLICS refer to HALE community connector and ANP****Use RIC – refer for help and Welfare benefits** |
| **Discussing Mental Health Issues** | **All staff aware of Places to refer for Mental health, anxiety and depression issues****My Wellbeing College****First Response****COVID Support website****All clinical staff to ask patients about mood and home life (any abuse suspected discuss and refer)****Where to get extra support**  Bradford Council will continue to offer support through the 01274 431000 number for those who are unable to leave the house.**Refer to Social Prescribing if patient has other non-medical problems. The Practice has its own Social Prescriber through their PCN5 we can refer direct and patients can be seen at barkerend health Centre so doesn’t have to travel.****Better Health campaign toolkit**Support the new national adult health campaign\*Public Health England (PHE) has launched a major new adult health campaign –Better Health.The campaign has kicked off by supporting people on their weight loss journey. ForThe first week, it will highlight the links between weight and COVID-19. In week two,Better Health will move onto the motivate phase of the campaign, supportingPhysical activity and nutrition messages.A wide range of resources including posters, social animations and key messagesAre available to download from the PHE Campaign Resource Centre. Included in the campaign resources is a partner toolkit that includes everything needed to start a conversation about Better Health? Additional resources will be added to theCampaign Resource Centre over the coming days | **Ongoing****All the time****SMI reviews being completed face to face and over the** **telephone.****Refer patients to CLICS – Hale****Community Connector and ANP****RIC- refer patients who need help with social problems e.g. Welfare benefits****Review Dec 2020****Reviewed 25.01.2021** |