**LORDSHIP LANE Surgery PATIENT SURVEY Action plan APRIL 2017**

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| **Action Plan** | **Action - Who?** | **Proposed benefits of action** | **Deadline** |
| **ACCESS** (item 1) - From the results of our Practice survey Jan- March 2017   * A suggestion from PPG member in having an information leaflet for new patients to inform them about how our system works including appointment system | Practice staff drawn up ‘Choose Well’ leaflet available at reception – a copy will be uploaded onto the website – the website address will be added to the practice leaflet. | Information leaflet Choose well for patients may lead to a possible reduction in unnecessary A&E attendances. | Done |
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| **PATIENT SURVEY** - From PPG meeting minutes dated 19th April 2017:  **75% find it easy to get through to this surgery by phone**  Local (CCG) average: 74%National average: 71%    85% find the receptionists at this surgery helpful  Local (CCG) average: 85%National average: 87%    61% usually get to see or speak to their preferred GP  Local (CCG) average: 47%National average: 56%    86% were able to get an appointment to see or speak to someone the last time they tried  Local (CCG) average: 82%National average: 84%    78% say the last appointment they got was convenient  Local (CCG) average: 75%National average: 81%   | 1-Staff needs training and they have to be more proactive and communicative with patients while they are waiting to be seen by the doctor. PM is arranging it  2-If the doctor is running late staff should inform to the new arrivals  3- We have created 6 new same day urgent appt slots for patients who call us between 8-8:30am – if patients miss this telephone booking slot the patient can still call in personally as an emergency but may have to wait to be seen. | The Patient Survey has given the practice a good idea of how Patients consider it to be performing in 4 key areas:  Access  Clinical care  Aftercare  Surgery premises.  The Practice and the PPG have been happy with the level of responses from the number questionnaires given out and has provided the practice with a benchmark for future improvement.  Access improvement? To be measured via 2nd Survey. | Done |
| * Members suggested that patient education can play a vital role to solve the access issue, Doctors can educate patients during their consultations | Doctors to educate Patients during consultations | Access improvement? To be measured via 2nd Survey. | Done |
| * 2nd (follow up) Survey to be proposed for this coming year 2017 | Practice staff member to draw up proposal for 2nd Survey to be fed back to PPG at next meeting. | A 2nd Patient Survey will:   1. Demonstrate progress or non-progress made from the previous year on the Survey areas questioned. 2. Demonstrate commitment of continued Patient involvement and feedback from our Surgery’s services and facilities. 3. Provide (together with the previous survey’s results) a marker for improvement which the Practice and PPG can discuss and input with observations and suggestions as to possible improvement strategies. | Oct 2017 |