

Chew Medical Practice - Local Patient Survey 2014

Action plan resulting from findings

	<i>Problem</i>	<i>Action</i>	<i>By whom</i>	<i>By when</i>
1	Low level of understanding of pharmacist's role, eg for sick child, sore throat	New leaflet on urgent care: what the Practice offers, where to go for other problems	KD	June 2014
2	High level of dependency on GP surgery for sprains	As above		
3	Poor understanding of 111 and of how OoH GP system works	As above		
4	Lack of confidence in 111	Report feedback to CCG	KD	Done
5	High proportion wait until Monday to discuss problems with GP – extra pressure on surgery urgent care system on Mondays	Reconsider balance between urgent & routine appointments on Mondays	Partners	June 2014
6	GP visits & phone triage sometimes carried out in such haste that patient doesn't think to ask all relevant questions	GPs to be made aware	KD	March 2014
7	Patients don't necessarily understand what we consider to be urgent for triage list – may put themselves at risk by underestimating severity & waiting 2-3 weeks for a routine appt; perception is that it is hard to get an urgent appt, whereas actually it is easy for genuine cases	Leaflet as 1 above		
8	Popularity of surgery has dropped since last year, ie fewer patients would recommend it			
9	Inability to get appt with doctor of choice for almost 50% of patients; 2 – 3 weeks is too long to wait for any routine appointment			
10	Doctors running late – patients have to wait more than 10 minutes after appt time	Audit actual situation and assess how far behind most GPs are running, then decide whether action is appropriate.	KD	April 2014 (audit)
11	Some patients don't feel involved in decisions about their treatment & care	Make GPs and nurses aware	KD	March 2014
12	It is hard to get an appointment for something	Consider offering more 48 hour release	Partners	June 2014

	that isn't urgent but won't wait 2-3 weeks	appointments – but need to be aware of impact on routine pre-bookable appts		
13	Queues at reception desk	Remind receptionists to ask for help from a colleague	KD	March 2014
14	Receptionists are not always very sympathetic & sometimes overstep the line between reception & clinical questioning	Ongoing training and awareness	TG	All reception meetings
15	Sometimes hard to get through on phone	Much improved, don't think this is a serious issue now.		
16	Occasional dispensing errors	Much reduced since automation. All written down and investigated.		
17	Phone system doesn't have a default option for people without a touch phone	Investigate with phone company.	TG	June 2014

KD Kate Davenport, Practice Manager

TG Tonia Grant, Reception Manager