

DILL HALL & DR BELLO'S SURGERY

PRACTICE PATIENT PARTICIPATION GROUP 2016/17 ACTION PLAN

This Action Plan was agreed following discussion around the results of our Annual Patient Survey which was conducted and completed in June/July 2016. The main elements that stood out from the survey results was that patient were not aware of all the services provided by the practice.

Items discussed and actions agreed:

- 1. Are you aware that we provide telephone consultations?** – (46% of Dr Bello's & 43% of Dill Hall patients did not know that the practice provided this service). Though this was an improvement on the previous year.
- 2. Would you use this service?** – (79% of Dr Bello's & 54% of Dill Hall patients asked stated that they would use this service).
- 3. Are you aware that you can book appointments and order prescriptions online?** – (24% of Dr Bello's & 33% of Dill Hall patients asked were not aware of this service). Though this was also an improvement on the previous year's results
- 4. Would you use this service?** – (60% of Dr Bello's & 66% of Dill Hall patients asked, would use this service)

Discussion: The results of our surveys showed that just under half of both practice patients asked did not know that the telephone consultation service existed but there was a big difference in the practices when asked if would use this service, showing that Dr Bello's patient would be more inclined to use this service than Dill Hall.

We were very pleased to see that a much smaller percentage of patients did not know that you could book appointments and order prescriptions online than the previous year and that a higher percentage of the patients asked would use this service.

From the comments received from the PPG and practice team discussion it was agreed that a dedicated advertising campaign would be a great way to inform patients of these services. It was agreed to structure this advertising campaign with the following actions:

Actions Agreed:

Time Scale:

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| ❖ Advertise the services on the website | - Immediate effect |
| ❖ Advertisement display in the waiting room | - 1 Week – by the 18.11.16 |
| ❖ Print information on the right hand side of prescriptions | - 2 Weeks – by the 25.11.16 |
| ❖ Highlight this information in our Practice Leaflet | - 2 Weeks – by the 09.12.16 |
| ❖ Add patient access forms to all new patient registrations | - 5 Weeks – by the 16.12.16 |