

Patient Participation Group - GP Practice Survey Action Plan 2012-2013

Action Plan

No.	Item	Action	Action Completed (Date)
1.	Patients unaware that they are unable to getting test results on the phone - 40% of patients never tried	<ul style="list-style-type: none">• More visible notices in the Waiting Area and the Phlebotomy Room about obtaining results over the telephone and timescales of receiving results back from the Pathology Lab.• GP/Nurses/Healthcare Assistant/Health Trainer to make patient aware able to obtain test results over the phone.• To set specific times for patients to obtain results over the phone, as not to tie up the lines when patients are trying to book appointments - i.e. between 10.30am - 12noon and 4.00pm and 6.00pm.	
2.	Alternative ways of booking appointments (i.e. text, online) - 47% of patients think we need to make improvements	<ul style="list-style-type: none">• Promote the website - we do have notices in the waiting area and also have the website printed on repeat prescriptions but need to re-launch. Patient notice to be attached to all patient prescriptions over a month period, include in Patient Newsletter.	

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No.	Item	Action	Action Completed (Date)
3.	Access to interpretation & translation services - 50% of patients think we need to make improvements	<ul style="list-style-type: none"> Patients to be made aware that we do have the facility of Language Line and patient needs to make the Receptionists aware at the time of booking an appointment as these consultations take longer than the normal 10 minute slot. Notice to be placed in waiting area, patient to be informed in their New Patient appointment, Practice Leaflet to be updated. 	
4.	Appointment reminder system (i.e. via text) - 44% of patients think we need to make improvements	<p><i>We are in the process of looking at different systems that can provide this service to our patients. This will have to be reviewed and agreed by the Partnership to check is cost-effective for the Practice. We will keep the Patient Participation Group informed of any updates and will include updates in future Patient Newsletters.</i></p>	
5.	Length of time spent in the waiting room before seeing a GP - 48% of patients think we need to make improvements	<ul style="list-style-type: none"> Lateness Policy to be introduced and made available on the website, in Patient Newsletter and Practice Leaflet - Patients coming in late for appointments can impact on surgery waiting times. ?? Any other suggestions from Patient Participation Group. 	

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6.	Car Parking - 23% of patients said they were not satisfied with the parking and 66% were satisfied but due to patient feedback in surgery, improvements could be made	<ul style="list-style-type: none">• All 3 GP Practices to look at having a sign erected on the car park notifying anyone parking there who has not come to the GP Practice, that they may be clamped.• Arrange for the lines to be re-painted and possibly look to have a couple more disabled parking spots.	
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