

## Survey action plan 2012

Priorities when compiling the survey were:-

- Getting through to the practice by telephone
- Use of 0844 number
- Making an appointment
- Practice environment
- Practice staff
- Understanding of consultation

The results of the survey were discussed at a meeting 8<sup>th</sup> May 2012 but the members decided to work independently and liaise via e-mail. The practice have collated all the thoughts and have produced the action plan below.

Improvement is needed regarding patients getting through on the telephone. The Practice manager will talk to the telephone company to establish what changes can be made and also look at how we can make more staff available to answer the telephone during busier periods.

The practice will establish a way where patients can call a local number for the practice if they choose to do so rather than the 0844 number. It could be possible to advertise the local and 0844 number together.

There was an almost even split on patients finding it 'difficult' or 'easy' to make an appointment and that over half of patients were not aware that they could book 2 weeks in advance. The practice has already taken steps to make access easier by offering appointments across the two practice sites but more than half the patients say they wouldn't take a sooner appointment there if offered. The practice needs to make sure patients are aware of the booking procedure by advertising within the practice by way of a poster and also producing a 'step by step' guide outlining the options available possibly in the form of A5 flyer to hand out to patients.

The vast majority of patients felt the consulting rooms and waiting areas were clean or very clean therefore no further action needed.

The vast majority of patients find the reception team welcoming or very welcoming. The vast majority of patients feel that they are listened to, the clinician took an interest in them, their problem/treatment was explained to them and that they understood what they had been told. We will continue to work and improve on this positive feedback.

Other points raised by members were as follows:-

- perhaps the garden doors in the waiting area at Welling should be opened more
- patients are given more information about the out of hours service GRABADOC
- perhaps a television could be introduced in the waiting area giving information to patients other than the called display unit particularly for those with poor eyesight
- would it be possible to have more treatment/services at the practice
- could there be a more prominent sign outside the practice. This has been looked into by the Practice manager and designs have been agreed but with a telephone number pending, this has been put on hold for the time being.

One member commented that 'the practice need to be commended on the high levels of satisfaction reached but there is always room for improvement'.