**SHOTFIELD MEDICAL PRACTICE**

**REPORT AND ACTION PLAN FROM PRACTICE SURVEY UNDERTAKEN IN OCTOBER 2015**

**Introduction:**

The practice list size as at 1.10.15 was 10813, with 5142 males and 5671 females.

The practice established a survey comprising of questions identified as the key priorities following consultation with the Patient Participation Group, see appendix A, and namely:

* Getting an appointment
* Clinical Care
* Telephone answering and access
* Patient information
* Opening times

PPG members assisted the practice by coming in for periods to assist and encourage patients to complete the survey whilst waiting for their appointments. This was very successful and increased our completion rate significantly. In 2014 we received 96 completed surveys and in 2015 we received 205.

**Survey Results:**

The survey was reviewed by the PPG and discussed at the meeting on 28th January 2016. It was also reviewed at a practice meeting on 1.2.16. At both meetings the groups felt that overall the survey had produced a very favourable response and generally a relatively high satisfaction rate in all areas. See attached appendix B for general analysis of the survey results.

**Action Plan:**

Further analysis at the meetings identified the following areas for attention.

Nurses & Healthcare Assistant Consultations

There was a slightly lower than expected satisfaction rate in this area which was a surprise to both groups. The PPG members who attended said they felt some patients had not understood the term Healthcare Assistant and may have misinterpreted this to include other healthcare professionals not specifically linked to the practice. There are many services in the health centre that patients attend and it’s quite possible they had linked this question to their experiences there. Despite this it was agreed that a further survey around the nursing team might be useful to ensure there were no specific issues there.

Online access

It was felt that there needed to be more attention drawn to this. This could be done in a number of ways such as:

* Texting patients
* Adding a message to repeat prescriptions
* Producing a card or short leaflet to be given out routinely at reception
* Information on the Jayex display boards

It was also mentioned that a message could be added to the phone system but in the past this type of communication has not been well received by patients before who feel it significantly delays their introduction to the phone system.

From a presentation later at the PPG meeting it was clear that the Sutton CCG are also keen to better promote the use of online access to patients.

Jayex Display & Calling Boards

There needs to be a complete review of the use of these boards and what is displayed here. Better graphics and use of colour and text will help to produce clearer and more useful information for patients to see whilst waiting. Several members of the PPG are keen to assist with this.

Practice Website

The PPG felt the website needed a complete review and better design. There is a lot of information provided here that could be better displayed and accessed. This will be taken up with the current provider to see if they can facilitate this. If not a new provider may need to be sought. Several members of the PPG are keen to assist with this.