

**Patient Survey – Action Plan for 2023/24 – Quarter 1 Update****APPOINTMENTS**

PM = Practice Manager; RM = Reception Manager; CCM = Clinical Coordinator Manager

<b>Area of Change/Issue</b>	<b>Patient Feedback</b>	<b>Agreed Action</b>	<b>Responsibility</b>	<b>Review Dates</b>	<b>Evidence of Action</b>
<b>Satisfaction with online appointment availability</b>	The majority of patients responded they are 'very satisfied' with the appointment booking process but some commented on a preference to book appointments online.	The practice will trial online appointment booking for Health Care Assistant appointments, specifically medication monitoring blood tests and long term condition reviews i.e. asthma, diabetes, COPD. Trial to start in April 2023	PM & CCM	6 <sup>th</sup> Oct 2023 – PPG Meeting	Online appointment availability discussed during PPG meeting on 07.07.23 – see meeting minutes
<b>Satisfaction with phoning through to the practice</b>	Phone service- waiting times to get through are too long reception.	The practice hired 3 new reception members since April 2022, 1 joined in Jan 2023. Reception actively signpost patients to PATCHS to ease pressure on the phone lines for those who cannot use online methods. The busiest times on the phone lines is between 8am – 11am. Reception rota will be reviewed to reflect this and we will publish this information so people can avoid this time period if their query is not urgent / can wait.	PM & RM	Review quarterly at PPG Meetings using feedback comments from future surveys	Patient Feedback for Feb – April 2023 reviewed at PPG meeting 07.07.23 – see meeting minutes
<b>Satisfaction with availability of face to face appointments with a GP</b>	Some patients would prefer face to face appointments.	The current process is designed to effectively triage so GPs are available for those requiring a face to face appointments. No change to the current process is anticipated.	Partners & PM	Review quarterly at PPG Meetings using feedback comments from future surveys	Patient Feedback from Feb – April 2023 reviewed at PPG meeting 07.07.23 – see meeting minutes
<b>Out of hours appointments/availability</b>	Some patients unsure of out of hours appointment availability	Practice to review information available.	PM & CCM	6 <sup>th</sup> October 2023 – PPG Meeting	Information added to Practice Newsletter – Summer issue

**IT OPPORTUNITIES**

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Area of Change/Issue	Patient Feedback	Agreed Action	Responsibility	Review Dates	Evidence of Action
<b>Promoting IT applications – PATCHS / NHS APP</b>	Feedback comments indicate some patients have concerns using technology to contact the practice	PPG working group to offer drop-in online support at the Practice to help anyone who struggles with the technology and would like support. Drive awareness of the benefits.	PM & CCM	6 <sup>th</sup> October 2023 – PPG Meeting	Support session proposed for 11.08.23 –see PPG minutes 07.07.23
<b>Satisfaction with practice website</b>	Patients do not consider the website helpful or relevant	Funding for the current website application ends March 2023. The practice is in discussion with our GP Federation regarding the purchase of a new website application.	Partners & PM	6 <sup>th</sup> October 2023 – PPG Meeting	Discussed at PPG meeting 07.07.23 – see meeting minutes

**STAFF**

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Area of Change/Issue	Patient Feedback	Agreed Action	Responsibility	Review Dates	Evidence of Action
<b>Satisfaction with interactions with staff</b>	The majority of patients reported a positive interaction but some dissatisfaction comments i.e. feeling rushed or not feeling concerns were heard	Customer Care training to be provided to practice staff	Partners & PM	December 2023 – to allow training to be booked	Training arranged – see PPG meeting minutes 07.07.23

**OTHER**

PM = Practice Manager; RM = Reception Manager; CCM = Clinical Coordinator Manager

Area of Change/Issue	Patient Feedback	Agreed Action	Responsibility	Review Dates	Evidence of Action
<b>Access to practice via Circus Road entrance</b>	Some comments requesting entrance is re-opened	The practice is aware some patients would prefer access via Circus Road. Access was closed by the Hospital, who own the building.	N/A	N/A	N/A