

**PORTCULLIS SURGERY ACTION PLAN FROM THE PATIENT SURVEY
CARRIED OUT BETWEEN 1ST DECEMBER 2013 TO 28TH FEBRUARY 2014
ACTION PLAN**

After discussions on Tuesday the 25th March 2014 at a meeting held at Portcullis Surgery at 6pm the following action plan was agreed by the Portcullis Surgery Patient Participation group.

The group firstly discussed their disappointment that the new Health Facility in Ludlow had been shelved. Discussions took place around the cramped reception area and the waiting room area which come up as areas for improvement on 2012, 2013 and again on the 2014 practice survey results. The patient feedback was mostly about the cramped reception and waiting room. The group discussed the patient comments at length.

The group and the practice acknowledged that due to the move not now taking place that the Partners now had to have a plan B as the surgery is now too small for the increasing list size. It was said that the seating area and the dark wood are old fashioned, out of date and the whole of this area needed an uplift.

The group also thought that comparing the last 3 years of surveys was an excellent idea and thought the format of the 2014 survey less complicated to understand than the previous years.

It was decided that the same format be kept for further years.

In view of the results it was decided to continue with improvements to the areas below but the group thought that a main project for 2014 was areas of improvement to the reception and the waiting room and confirmed their continued support with the ongoing plans for this.

1. Booking an appointment on line and ordering prescriptions electronically.
2. Privacy in the Reception area/Private Room
3. Web site and extended hours surgeries
4. Reception and waiting room (Main project for 2014)

On the whole the group thought that the results were Very Good in most areas particularly in view of the practice building being now too small for the increasing patient list size coupled with the increasing level of people moving into Ludlow and the surrounding areas. They feel that although an improvement has been made on the areas chosen above there is still room for further improvement.

1. Are you aware that you can book an appointment on-line and order your prescriptions electronically?

In 2012 72%, in 2013 65% and in 2014 49% **did not know** they could book an appointment on-line and order prescriptions electronically. These results are encouraging and the practice has worked hard to improve this by poster/verbal advertising/using the right hand side of scripts but the group thought that there was still 49% of patients that didn't know and if more patients booked on line this would in turn free up the already cramped reception and waiting room.

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Discussions took place around the new web media screen which the practice purchased in 2013. Due to set up issues the screen was not up and running until November 2013. The Practice Manager reported that her Admin Assistant had completed some training on programming the screen and that we could now advertise this further with a view to reaching the 49% that hadn't signed up to the on line appointments and electronic prescriptions. It was generally thought that the Web Media screen would be a good asset in getting information out to the patients.

2. Are you aware we have an early morning and late evening surgery?

The results for this was encouraging but in 2014 there was still 54% of patients who did not know that the surgery was open for early and late evening surgeries once a week for patients that could not access a GP/Nurse in core hours. In 2013 51% of patients **did not know** so there has been a slight improvement but the group thought again that the web media screen along with the practice web site/practice leaflet should be used more to advertise this useful service along with 49% of patients in the 2014 survey still not knowing that the practice had a website. The reception team at the frontline took on the responsibility after our previous surveys to opportunistically advise the patients of this particularly when a patient says he/she can only get after or before work.

3. Are you aware that we have a room should you want to discuss something in private and not at the reception desk?

54% of patients in the 2012 survey **did not know** we had a room should they want to discuss something in private and not at the reception desk? Although posters had been put up in the reception area the results of the 2014 survey was 63% **did not know** This % had increased. The group proposed a sign on the door saying Private Room. It was also suggested that the inner door should be more sound proofed for privacy. The poster advertising the private room is in the small reception area that a patient may not see on entrance. This is to be improved.

The group also again discussed the signage in the waiting room area from the comments sheets. It was decided that the signage be re looked at and a lot of the posters removed from the waiting area to make the signage good on the eye. The patient group will undertake this duty. Again the patient group thought the web media screen would be the perfect platform to advertise the private room.

FURTHER COMMENTS FROM THE PATIENT REFERENCE GROUP

It is to be noted that there were comments from the patient survey relating to the cramped areas in the waiting area and also in the reception area. The Practice Manager reported that the partners were hoping to subject to CCG permission to take a look at a practice extension with a new waiting room and new reception entrance. This would be a project for 2014 when they requested that the Patient Group be involved in these future plans.

For more information about the patient group please contact Anne Baird – Practice Manager 01584 872939