

## HIGHCROFT SURGERY

### Recent GP patient survey results and action plan for areas which need improvement

Results are from IPSOS MORI survey conducted in July 2015 - January 2016. Results are available here - <https://gp-patient.co.uk/practices/C84055?term=Highcroft+Surgery>

The chair of the patient group undertook some analysis and presented it to the PPG meeting on 17 February 2016 along with suggested actions and areas to discuss:



PPG Chair's analysis  
of Ipsos Mori Patient

Action Plan as a result of survey and discussion with patient group:

Key issue	Comments / Actions	Timescales
Difficulties booking appointments and getting through on the phone	Improvements to the phone system to give patients options, enable more call handling, provide patients with more information, advice about when to call 999	March 2016 for initial changes Complete by June 2016
	Changes to reception working hours and recruitment of additional staff to have more staff to handle calls	April 2016
	Customer care training courses for reception staff to increase the skills they need to deal with patients and improve overall quality at their practice	May 2016
	Changes made to give wider range of times for patients to book appointments	March 2016
	Review of systems and ways of working ongoing to make work simpler for receptionists and help them to direct patients better.	Ongoing
	Review of appointment system and patient feedback	Ongoing
	Recruitment of GPs and ANPs	Ongoing

	Increase uptake of Online services and make more appointments available online	May 2016
Waiting times to see doctor	<p>Analysis of last month's data suggests waiting time from <b>arrival</b> to being seen is more than 15 minutes for only 29% of patients – may suggest issue has improved.</p> <p>More Phone consultations sessions which potentially saves time so that GPs can have face-to-face consultations with patients who need them most and have less delays</p> <p>Increasing use of other clinical staff (eg nurses and allied health professionals), triage systems, phone consultations.</p>	Ongoing
30% usually get to see or speak to their preferred GP	<p>Increasing use of other clinical staff (e.g. extended nurse roles), triage systems, phone consultations. We have recruited an ANP to manage healthcare for older people which will help free GP time to deal with more complex cases and patients will get more choice when speaking to their preferred GP.</p> <p>Offer patients choice of available doctors when booking telephone triage calls</p>	<p>Ongoing</p> <p>April 2016</p>
Doctor / patient interaction	<p>Dr Jobling to do training session in house on shared decision making models that has been promoted by the CCG.</p> <p>Explore patient information on how to make best use of consultations</p> <p>Review PPG's best practice checklist on how to improve interaction</p>	<p>May 2016</p> <p>May 2016</p> <p>May 2016</p>