**Discussion of local survey findings and action plan**

1. **Discussion of local practice survey findings**

|  |
| --- |
| 1. **Patient reference group (PRG) members present:**   **Meeting 26th & 27th March 2014**  **Stewart Block – Chair**  **P M Ogle**  **Also Via Email Discussion for those unable to attend:**  **Michael Fishman**  **J.L.Gould-Hacker**  **Gillian Gordon**  **Miriam Lemur**  **Keren Lewin**  **Norman Roback**  **Sheila Clore**  **Hilda Sil**  **Irris Singer**  **Hannah Summers**  **Derek Miles**  **Gillian Livingstone**  **Arnold Livingstone**  **+ 2 others who wish to remain unnamed** |

|  |
| --- |
| 1. **Practice staff (and designation) present:**   **Dr.Simon Gibeon – Senior Partner**  **Dr.Lisa Anderson – Partner – Apologies**  **Mr.Rajesh Singh – Practice Manager** |

|  |
| --- |
| 1. **Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance**  * **No case for complacency** * **Clinical care ok** * **Patients need regular structured information** * **ALL staff (GPs, nurses, admin) must speak with one voice** |
| 1. **Which responses were most positive?**   **Those dealing with direct patient care** |

|  |
| --- |
| 1. **Which responses were least positive?**  * **Seeing GP of Choice** * **Waiting time** * **Information to patients** * **Booking/reception process** |

|  |
| --- |
| 1. **In which areas did you deviate most from the national benchmark? Can you explain why this might be?**  * **Speak to GP on phone** * **Information about services** * **Reminder system**   **Unsure as to why the practice deviates from the National average, but communication needs to be re-structured** |

|  |
| --- |
| 1. **What are the main priorities identified by the PRG?**  * **Develop integrated communication plan** * **All staff have to buy in and communicate consistent message and feedback patient deviation to patients** * **Patient education in order to manage expectations** * **Explain who to go for what** |

|  |
| --- |
| 1. **What are the main priorities identified by practice staff?**  * **Improve communication to patient, explain delays** * **Explain call-handling procedure** * **Surgery modernisation** |

1. **Discussion of previous local practice survey findings in relation to the current ones (if applicable)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your CCG and your practice staff?**  |  |  | | --- | --- | | **Patient experience issue** | **What has been done to address this?** | | **Appointment Satisfaction** | **Change in appointment structure has allowed patients to book 2 months in advance** | | **Telephone Access** | **Increased the number of staff manning the phones** | | **Time for Visit** | **Offering longer opening hours and appointments** | | **Complaints** | **Improvements have seen a decrease in number of complaints** | |  |  | |

|  |
| --- |
| 1. **Do the results of this survey reflect these activities? (Please look at report as a whole to fully determine this).**   **Yes. Changes to the appointment system; longer opening hours; increased telephone access and longer appointments have seen an improvement in these areas and which is also reflected in the survey.** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **In which areas have you seen most change?**  |  |  | | --- | --- | | **Last survey** | **This survey** | | **Respect Shown – 70%** | **80%** | | **Telephone Access – 52%** | **58%** | | **Appointment Satisfaction – 52%** | **58%** | | **Complaints – 60%** | **52%** | |  |  | |

**c. Action Plan**

**Which areas did you mutually agree as priorities for action and intervention?**

**Please complete the table below**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority for action** | **Proposed changes** | **Who needs to be involved** | **What is an achievable time frame?** |
| **Communications** | **Draft leaflet on “why a GP may be running late”** | **Partners, Practice Manager and PRG (PPG)** | **3 months to Draft leaflet and 5 months to implement** |
| **Develop list of Services** | **To create a new leaflet aside from Practice Leaflet informing patients of all services being offered by Practice** | **Partners, Practice Manager and PRG (PPG)** | **3 months to Draft leaflet followed by implementation within 3 months thereafter** |
| **Seeing G.P. of Choice** | **Prepare leaflet; Board at Practice and Website** | **Partners, Practice Manager and PRG (PPG)** | **6 months** |
| **Explain mechanics of booking appointments and priorities** | **Leaflet; Website Waiting oom** | **Partners, Practice Manager and PRG (PPG)** | **9 months** |

**Does your CCG (or similar body) need to be contacted?**

**(This would only be the case if a practice proposes significant change and CCG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the CCG).**

**Your details**

**Name: Rajesh Singh Practice address: 8 Lyttelton Road,**

**Job title: Practice Manager Hampstead Garden Suburb,**

**Practice Name: Heathfielde Medical Centre London N2 0EQ**

**Practice ID: E83008**

**CCG (or similar body name): Barnet CCG**

**Your signature: Rajesh Singh**