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

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

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| 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** |

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| 1. **Practice staff (and designation) present:**

**Dr.Simon Gibeon – Senior Partner****Dr.Lisa Anderson – Partner – Apologies****Mr.Rajesh Singh – Practice Manager**  |

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| 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**
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| 1. **Which responses were most positive?**

**Those dealing with direct patient care** |

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

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| 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**
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| 1. **What are the main priorities identified by practice staff?**
* **Improve communication to patient, explain delays**
* **Explain call-handling procedure**
* **Surgery modernisation**
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1. **Discussion of previous local practice survey findings in relation to the current ones (if applicable)**

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| 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?**

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| **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** |
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| 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.** |

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| 1. **In which areas have you seen most change?**

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| **Last survey** | **This survey** |
| **Respect Shown – 70%** | **80%** |
| **Telephone Access – 52%** | **58%** |
| **Appointment Satisfaction – 52%** | **58%** |
| **Complaints – 60%** | **52%** |
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**c. Action Plan**

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

**Please complete the table below**

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| **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**