

PATIENT SURVEY AND ACTION PLAN 2013/14

Introduction

The practice has a long standing patient forum. The Patient Survey was agreed by the PPG group was undertaken in both surgeries over 2 weeks in March 2014. 73 surveys were completed.

New members have been recruited to the group, this was achieved by displaying information in the surgeries and also asking patients to complete a return slip to the surgery if there were interested in joining.

The survey results are divided into a number of categories as follows:

1. Patient comments – these are ad-hoc comments made independently by patients on the survey questionnaires
2. Profile of patients who completed questionnaires
3. Summary of scores for each question indicating numbers who categorised our score ranging from blank/poor to excellent
4. Table showing overall scores in relation to age/gender (attached survey results)

	2013/2014
No respondents	51
Sex	F 59 % 40 M % Prefer not to say 1%
Ave age	51-74

Priorities for the PPG

- ✚ Podiatry/Retinal Screening
- ✚ Repeat Medication
- ✚ Electronic Prescribing Service
- ✚ SystemOne Online Access
- ✚ Text Message Appointment Reminders
- ✚ NHS Choices

The first three priorities above have been carried over from 2012/13 as were felt important by the PPG and further work needed to be undertaken, the remaining three are new priorities moving forward. One of the patients from the group suggested for the next survey that the PPG members (where possible) come into the surgery to assist patients completing the questionnaires; this will be confirmed nearer the time. Also, the survey will be undertaken in Nov/Dec to see if the practice can receive a better response.

Action Plan 2014/15

1. Podiatry / Retinal Screening

This continues to be a focal point for the group, especially with the changes that took place in April 2013 with Retinal Screening – change of provider of the service. Podiatry and Retinal Screening used to be done at the same times for patients during one appointment,

however due to the change of provider, this is now not the case and patients are confused. Incorrect letters have been sent to patients stating 'feet and eyes' to be checked at the same time only to find this is not the case when arriving for their appointment.

Action PM 2014

2. Repeat Medication

Work continues to ensure patients are asked which medication they require to order rather than the patient asking for 'all' medication on the repeat list. This needs to continue to prevent patients stock piling unwanted medication and to help them understand exactly what medication they are ordering.

Action PM 2014

3. Electronic Prescribing Service (EPS)

The practice implemented Electronic Prescribing Service (EPS) on 25th Feb 2013. During the remainder of 2013 and early 2014, there have continued to be teething problems with EPS. After discussion with a chemist it is apparent that they find it difficult to identify which prescription is a routine repeat and which is an acute, issued by a GP from surgery and the patient coming round to collect it as if handing in a paper prescription. PM is liaising with the practice pharmacist to look at a message system to make this clear for the chemists.

Action PM 2014

4. SystemOne Online Access

Patients can sign up to order their medication online as book limited appointments. This system helps the patients identify which medication they need to order as they can see their 'repeat medication'. This will be offered to all new registrations however, work needs to be done to ask existing patients if they would like to sign up to this service.

Action PM 2014

5. Text Message Appointment Reminders

This has been offered in the surgery for some time, however the group feel it is a good system to assist patients with their appointments. The only down side, patients change their mobile number and not informing the surgery. Practice will look at asking more patients to sign up to this service and keep checking patient telephone numbers.

Action PM 2014

6. NHS Choices

Patients can add comments onto the GP practice they are registered with as well as search for lots of information in relation to health. PM will ensure that information on NHS Choices is kept up to date.

Action PM 2014

Management

Delegated responsibility for overseeing this Action Plan/program is Mrs Julie Wade, Practice Manager. The PPG will also review all actions and look at what else can be improved during the course of 2014/2015.

Monitoring

This plan has been published on the practice website and posted to members of the patient forum.

Feedback to partners meetings, PHCT meetings, reports published on practice website and at Patient Participation Group.

Julie Wade
27th March 2013