

PATIENT SURVEY AND ACTION PLAN 2011/12

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 February 2012. 100 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 satisfaction scores in relation to age/gender/ years attending surgery (attached survey results)

	2010/2011
No respondents	100
Sex	F 72% M 19%
Ave age	26-50

Priorities for the PPG

-  Podiatry
-  DNA
-  Repeat Prescriptions
-  Patient Charter

The priorities agreed above were felt important by the PPG and further work needed to be undertaken on these issues.

Action Plan 2010/11

1. Podiatry

Patients feel that there are problems with Podiatry appointments and the time between appointments for diabetic patients. PM invited Chief Exec of Bridges to talk to the group. Further meeting to be arranged with patients to look at issues

Action:
PM/Patients 2012

2. Did Not Attend - DNA

Patients were concerned at the amount of appointments that are DNAd and asked for more information. PM will keep displaying the amount of DNAs but will also try to sign more patients up to the Text Message Reminder Service.

Action PM 2012

3. Repeat Prescriptions

It was highlighted by a patient that medication was prescribed on repeat dispensing that was no longer required. Staff now ask each patient exactly what medication is required rather than just issuing 'all'.

*Action ongoing
(admin staff)*

4. Patient Charter

Patients would like to display clearly what is expected of the practice and what the practice expects of the patients. This was created in the form of the Patients Charter. The PPG group were happy with the final outcome and awaiting posters from Bridges to display

Action: PM 2012

Management

Delegated responsibility for overseeing program Mrs J Wade, Practice Manager. The PPG will also review all actions and look at what else can be improved during the course of 2012/2013..

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's forum.

Annual report to PCT.