BGMC Patient Survey Action Plan 2014

The agreed priorities with the PRG were booking appointments, telephone answering time, email exchange, improved continuity of care and clarification of the role of the Health Care Assistants, although other elements we felt were important were also included within the action plan.

This is our final Action Plan, developed with input from the PRG, from the results of our recent annual practice survey. The plan was agreed by the PRG on 8th March 2014.

Issue	Question reference	Survey Response	What we will do	Timeframe and Lead
Booking Appointments	Q1,2,4	Responses to these questions indicated that not all methods of appointment bookings, such as online and Patient partner, were being used as some were not aware of them.	Communicate and promote all available methods for booking all types of appointments with our Clinical staff. Communicate what can be provided by our Doctors, Nurses and Health Care Assistants. We will: - Display this information in reception - Promote on website - Send confirmations and reminders of appointments via SMS. - Remind patients at reception.	End of April 2014 Lead – Office Manager
Telephone Answer Time	Q3	Comments from survey indicated strongly that the main dissatisfaction was the length of time spent trying to get through to the surgery on the telephones.	We have recently implemented a "call centre" system for answering the telephones. We will analyse figures of call responsiveness and demand over the coming year with a view to be answering calls within 7 seconds 70% of the time and also to reduce the number of 'lost' calls i.e. those which we are unable to answer in a reasonable time.	End of December 2014 Lead – Business Manager
Email information exchange	Q5	Responses indicated that this is an important communication channel and one which should be looked at.	Implement a pilot email correspondence scheme between the surgery and our patients to provide a communication channel for appointment bookings, general enquires and normal test results.	End of June 2014 Lead – Managing Partner
Improved continuity of care with doctor of their choice	Q4,9	Results showed strongly that this was an important issue. Having more access to particular doctors in particular.	We shall make available online bookable appointments for GPs for up to 8 weeks ahead. We shall publicise on our website and in reception the usual session times that our Clinical staff are available to see patients. As mentioned in Q1, we shall explain all	End of April 2014 Lead – Business Manager

			methods for booking appointments with a particular doctor, including our Embargoed (open on the day appointments) and Telephone Appointments - for named doctors.	
Improve surgery premises	Q6,7 positive,8	Results showed that patients thought the premises were very clean with adequate facilities for disabled patients. Improvements could be made by increasing the number of chairs in the waiting room during busy times and de-cluttering the noticeboards.	We will provide more chairs in the waiting area when required. We will ensure that our noticeboards display only current information and are more clearly divided according to subject matter.	Mid April 2014 Lead – Office Manager
Role of HCA's	Q10	The results showed that a large proportion of patients had not used the services that our Health Care Assistants provided, although when they did, they were agreed that the services were good.	We will communicate the role of the HCAs to our patients via website and notices in Reception. Staff to be trained to explain how the HCAs deliver improved care through performing health checks when repeat prescriptions are due.	Mid April 2014 Lead – Business Manager
Self Help groups	Q11	Results indicated a strong preference for this type of event to be repeated in the future.	We plan to organise and promote self-help days if capacity and funding allows.	December 2014 Lead – Managing Partner