

Patient Survey: Action Plan March 2014

Introduction

We carried out a series of Patient Surveys in order to measure our patient satisfaction and experience.

The results of the survey were shared with our Patient Reference Group and following consultation, the Partners and PRG have agreed the following action plan.

Action Plan

Issue raised	Action	Lead	Action Date
Poor experience of getting through on the phone and preference for queuing	Increase the capacity of the call queuing facility <ul style="list-style-type: none"> • Contact telephone provider to ascertain options available to us • Carry out feasibility study of options • Submit proposals to the Partners for consideration • Implement the new system / increased queue capacity facility 	Business Manager	July 2014
Lack of knowledge of services provided	Review information and presentation of material to promote services <ul style="list-style-type: none"> • Enlist interested members of the PRG to assist with this action • Review content and design of our Practice materials <ul style="list-style-type: none"> ○ Website ○ Practice leaflet ○ Envisage screen / posters in waiting rooms • Implement changes to improve information made available 	Business Manager	May 2014
Increase use of technology to communicate with our patients	Review use of email to communicate with our patients <ul style="list-style-type: none"> • Identify patients who have provided the Practice with an email address • Send out circular asking if they would like to hear from the Practice periodically • Create a register of patients (separate from PRG) who would like communication from the Practice about existing services, new services, campaigns (e.g. flu), etc 	Business Manager	May 2014