

HMP-Action Taken 2019

Thank you to all patients that participated in our 2019 annual survey. We had a greater response rate than last year with 31 patients completing the Questionnaire both online and in paper format whilst at the surgery. We are pleased to note the following from the results of the survey;

1. 94.5% of respondents found it easy to get through to the surgery by phone, up from 93.3% in 2018.
2. 64.5% of respondents were aware that they could contact the practice via e-mail.
3. 76.7% of respondents had signed up to online services (appointment booking / repeat prescription ordering)
4. 96.8% of respondents found the receptionists helpful, up from 93.3% in 2018
5. 96.7% of respondents found booking their last appointment easy or fairly easy
6. 80.6% of respondents had to wait under 10 mins to be seen at their last appointment
7. 96.8% of respondents found the time of their last appointment very convenient or fairly convenient.

Following the annual survey results and feedback, the following action plan has been advised:

Objective	Actions	Responsibility	Time scale	Actioned
Patient feedback to reduce the length of automated message to be served quicker.	Need to inform the Telephone line service provider to reduce the automated message and also will discuss in upcoming practice meeting	Nazeer	Completed.	Action has been taken reviewed and implemented.
Promote online services to reduce phone traffic and for ease of patients.	Already surgery providing "online services" ex: appointment booking, Repeat prescription, Access full medical records, Will inform receptionist and doctors to inform patients about online services, leaflets to give to patients who attend the practice. Already in surgery website, home screen and also will discuss in upcoming practice meeting	Nazeer	Completed.	Reception staff working to spread awareness about online services to patients guiding them on occasions. Leaflets and information has been displayed on Patient board and also for new patients registration online service is in place attached with GMS.
To change the system and make more convenient for the patients directing them by placing them according to the queue number and acknowledging the number on phone while waiting to be served.	Surgery already providing queing system for patients need to check with telephone provider to confirm the telephone queing system and also will discuss in upcoming practice meeting	Nazeer	Completed.	Queuing system has been Checked and implemented.
Patient requesting to improve same day appointment service by adding more same day appointments to avoid disappointment.	We have enough same day appointments in place and patients manage to get pre book appointments in 2-3 days' time and will be discuss in next practice	Nazeer	Completed.	Appointments relooked by adding more same day slots and analysed current

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	meeting to find out what can be done			appointment slots available in 2-3 days time.
Patient requesting to set up a time slots for services over the telephone line to avoid phone traffic at unusual times.	To discuss in next practice meeting to set up a plan.	Nazeer	Completed.	Staff reallocated between 8.30 am to 10.30 am and directed to take phone calls from reception and back office.