

PATIENT SURVEY 2013-2013

ACTION PLAN

Following the recent Patient Survey 2013 and the evaluation of the findings, the following action plan has been agreed and ratified in conjunction with the Streatham Hill Group Practice Patient Participation Group. The plan will be reviewed twice yearly to ensure a consistent approach to the actions points.

AREA IDENTIFY	ACTION	OUTCOME	WHO BY & WHEN
A number of patients identified the need to review/replace our telephone system as the current system does not provide an automated message when the lines are busy or there is a high volume of calls	<ul style="list-style-type: none"> • Practice Manager will contact the Communications Team regarding the telephone system and discuss the options available for a more user friendly system. • Receptionist to keep patients informed of current issues within telephone system as and when appropriate 	<p>Upgraded telephone system, which is user friendly.</p> <p>Patients kept informed of current issues within the Practice</p>	<p>Practice Manager June 2013</p> <p>Receptionists On-going</p>
Test Results - the lack of communication around obtaining test results	<ul style="list-style-type: none"> • Clinicians to have a uniformed method of communicating the ways of when and how to obtain test results 	<p>Equality of patient information regarding test results</p>	<p>Clinicians April 2013</p>
Test Results - and the method they are communicated to patients	<ul style="list-style-type: none"> • Clinicians to be made aware about the delivery of test results - the manner of which they are presented, the terminology used, & answering further questions (no jargon, abbreviations etc) 	<p>A higher level of patient satisfaction regarding obtaining test results. conditions</p>	<p>Clinicians On-going</p>

<p>Repeat Prescriptions - requesting and transportation of prescriptions via local pharmacies</p>	<ul style="list-style-type: none"> The Practice has recently moved to Electronic Prescription Service (EPS), which allows greater flexibility for the patient regarding repeat prescriptions 	<p>Reliable, secure and confidential method of obtaining regular repeat prescriptions, audit trail of electronic service, ensuring safe arrival at local nominated pharmacies</p>	<p>Practice Manager - March 2013</p>
<p>Clinicians to make patients feel welcome during their consultations</p>	<ul style="list-style-type: none"> Clinicians to be welcoming and make eye contact when patient presents Clinicians to make patients feel their concerns regarding their presentation are being listened too 	<p>A higher level of satisfaction on next years' patient survey</p>	<p>Clinicians On-going</p>
<p>Patients being informed of any delays when arriving for their appointments</p>	<ul style="list-style-type: none"> Patients to be informed of appointment delays on arrival 	<p>Informed patients about current appointment times leading to a higher satisfaction level on next years' patient survey</p>	<p>Receptionist On-going</p>

Lesley Connaughton
Practice Manager
March 2013