

Dr Chiu, Koh and Gan's Practice
ACTION PLAN following GP PATIENT SURVERY 2018

Subject	Local average %	National average %	CKG %	Outcome	No action required	Action required	How to achieve	Completion
Ease of access by phone	69%	70%	83%	Above the local and national average	✓			
Find receptionists helpful	89%	90%	93%	Above the local and national average	✓			
Satisfied with appointment times	66%	66%	85%	Above the local and national average	✓			
Speak to preferred GP	51%	50%	69%	Above the local and national average	✓			
Choice of appointment offered	63%	62%	81%	Above the local and national average	✓			
Satisfied with type of appointment	71%	74%	83%	Above the local and national average	✓			
Took appointment offered	94%	94%	99%	Above the local and national average	✓			
Good Experience of making appointment	66%	69%	84%	Above the local and national average	✓			
Waiting 15mins or less after appointment time	66%	69%	68%	Above the local and national average	✓			
Healthcare professional good at giving enough time during appointment	86%	87%	90%	Above the local and national average	✓			
Healthcare professional good at listening during appointment	88%	89%	96%	Above the local and national average	✓			

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Healthcare professional good at treating with care and concern during appointment	86%	87%	97%	Above the local and national average	✓			
Involved as much as required in decisions about care and treatment	91%	93%	99%	Above the local and national average	✓			
Confidence and trust in healthcare professional seen in appointment	95%	96%	99%	Above the local and national average	✓			
Felt healthcare professional recognised/understood mental health needs during appointment	83%	87%	95%	Above the local and national average	✓			
Needs met during last appointment	93%	95%	99%	Above the local and national average	✓			
Enough support from local services / organisations in last 12 months to help manage long-term conditions	71%	79%	95%	Above the local and national average	✓			
Good overall experience of practice	82%	84%	97%	Above the local and national average	✓			

Action Plan: No Action required.