

Action plan following results from patient feedback/surveys carried out in the last 12 months

(Satisfaction survey results April 25-improvements planned for May 25 –Dec 25)

Improvement required	How do we plan to do it?	Success criteria measured by:	Date completed	Lead
Access Ease of contacting the practice via phone or website. Achieved 67% and 63% higher than National and ICS Average but lower than where we aspire to be.	<ul style="list-style-type: none"> The phones and website have been updated offering both call back functionality and online requests. Awareness and use of the function need to be conveyed to patients. Promote the use of the NHS App and Website to make requests and appointments. 	X on management reports Accurx reports Dashboard – ICB	Ongoing Ongoing	SB SB/MM NM/HK
Communication with Clinicians Patients felt GPs/nurses didn't always listen or explain things clearly.	<ul style="list-style-type: none"> Increase consultation time for complex pts and those who need translation services, where possible. Encourage clinicians to use "teach-back" (asking patients to repeat back the plan to confirm understanding). Use of the AI tool which takes notes for the GP, allowing the GP to spend more time listening and explaining to the pt. 	Feedback from staff and patients.	May 25 Aug 25 Aug 25 onwards (set as a test for some GPs)	SBI MK/MM SB
Continuity of care Patients unable to see their preferred GP.	<ul style="list-style-type: none"> Ensure follow-up appointments (especially for chronic conditions) are booked with the same clinician when possible. 	Improved satisfaction with "seeing preferred GP when wanted."	Ongoing	Admin

	<ul style="list-style-type: none"> • Offer preferred GP option when pt requests an appointment, where possible. 			
--	--	--	--	--