Tower Hill Partnership – Action Plan for GP Survey 2024 (Jan-Mar 24 data)

Action required	Responses from questions	Tasks and Resources required	Timescales	Achieved/Evidence
Appointments	NEW QUESTION to the 2024 survey. 40% of patients were offered a choice of time or day for their appointment. This is below the ICS target (48%) and below the National target of (53%).	GP Partners agreed during the Practice Meeting on 5.11.24 that all patients should be offered a choice of an AM or PM time for their telephone triage appointment. Face to face appointments are already given an allocated time and every effort must be made to offer a choice of AM or PM time slots to patients.	In place	Achieved Practice Meeting action log
HCP specific questions	65% felt that the HCP recognised and understood any mental health needs. This is an increase from 63% in the last GP Patient Survey. We are below both the ICS target (69%) and the National Target (73%).	Promote the following with the HCPs: - Active listening - Use of screening tools such as GAD-7 or PHQ-9 for depression to help identify mental health issues during appointments - Building rapport with the patient – to encourage patients to share their mental health concerns. - Holistic approach – consider the patient's overall wellbeing rather than focusing solely on physical symptoms - Encourage open dialogue – create a safe and non-judgmental environment where patients feel comfortable to express their feelings and concerns - Recognise non-verbal cues - Collaborative care – work with mental health specialist from PCN - Patient education – empower patients to take an active role in managing their mental health	Ongoing	Team Net promotion

	55% of patient felt they had enough support from local services to manage their long-term condition. This is an increase 43% from the last GP Patient Survey. We are below both the ICS target (61%) and the National Target (68%).	Promote the following with the HCPs: - Comprehensive assessment – to include physical, psychological and social aspects - Care planning – in collaboration with the patient to include support services available - MDT approach - Referral to local services – such as community health teams, support groups - Patient education and empowerment – the importance of self-management. Provide info on local resources. - Use of IT – telehealth, mobile health apps. - Social Prescriber – refer to PCN Social Prescriber for signposting to other supportive services	Ongoing	Team Net promotion