

You Said

IMPROVE THE EASE OF GETTING THROUGH ON THE PHONE

28% achievement (national average 53%)

We Did

We will ensure this result is discussed within the Practice with all Staff. This has been discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25. Online access becomes mandatory from 8am – 6.30 pm from 1.10.25 – this will further reduce phone pressure.

Changes have been made to the staffing rota to increase telephone cover at our busiest times.

Patient Experience Manager has completed training to ‘Understand Demand with Reports and Data Analysis’.

Patients will be informed about the new hospital Phlebotomy App to book blood test appointments – this will steer patients away from calling into the Practice.

We have provided some nursing appointments which are now available to self-book via the NHS App.

We will continue to promote the NHS App which allows patient sight of test and investigation results.

The Management Team will look into further IT Solutions such as Patient Assist.

Please note that our telephone data and in-house survey data does not correlate with this survey outcome.

You Said

IMPROVE THE EASE OF CONTACTING THE PRACTICE VIA THE WEBSITE

41% achievement (national average 51%)

We Did

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

We introduced a new website just after the National Patient Survey for 2025 was sent out. The new website needs all of the criteria as per NHS England guidance for easier patient navigation/ access.

We will continue to promote our online contact service. The option to submit an online form is now highlighted and easily seen on the new website.

We Did

IMPROVE THE EASE OF CONTACTING THE PRACTICE USING THE NHS APP

26% achievement (national average 49%)

You Said

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

We will continue with promoting the NHS App. All HCPs will promote the use of the NHS App and the ability to view patient test results.

We have introduced a selection of nursing appointments to be booked via the NHS App.

We will introduce an AccuRx message with information about the NHS App to text patients opportunistically.

You Said

IMPROVE BEING ABLE TO SPEAK TO A PREFERRED GP

31% achievement (national average 40%)

We Did

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

We will continue to promote continuity for patients. The Practice understands that this is very important.

Staff will continue to try and accommodate any particular requests stated on the online form or in person.

We Did

IMPROVE KNOWING WHAT THE NEXT STEP WOULD BE AFTER CONTACTING THE PRACTICE

72% achievement (national average 83%)

You Said

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

The Practice will hold an online access meeting to discuss how best to staff the online request form requests from 8am – 6.30 pm. We will try to endeavour to respond to requests on the same day where possible.



Tower Hill Partnership

MEDICAL PRACTICE

YOU SAID WE DID

You Said

IMPROVE OUR EXPERIENCE OF CONTACTING THE PRACTICE

Rated ‘Good’ - 47% achievement (national average 70%)

We Did

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

The Business Manager will promote the National Patient Survey in January 2026 and encourage patients to respond to try and increase our response rate to give a better overall picture. The results of this survey were based on just x97 responses.

A patient newsletter will be introduced and issued quarterly to improve connections with our patients and promote our services.

By making the changes in this action plan we hope to do better in this overall question next year.

You Said

PROVIDE A CHOICE OF TIME OR DAY FOR AN APPOINTMENT

24% achievement (national average 54%)

We Did

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

Staff will continue to check the online form for preferences. Staff will endeavour to meet patient requests where possible.

We will continue to add a patient choice note under appointment slots if there is a preferred time to contact the patient. HCPs will continue to try to accommodate this where possible.

You Said

ENSURE WE ARE WAITING THE RIGHT AMOUNT OF TIME FOR AN APPOINTMENT

49% achievement (national average 67%)

We Did

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

We will continue to try to fit all appointment requests in within the next 2 week period. Clinicians will book their own follow up slots with patients to allow for prioritisation of those who need to be dealt with sooner. A Clinician meeting will take place to discuss this.

You Said

IMPROVING HEALTHCARE PROFESSIONAL

IMPROVE HCP LISTENING SKILLS

74% achievement (national average 87%)

We Did

We will ensure these results are discussed within the Practice with all Staff.

You Said

IMPROVE HCP PERFORMANCE AT TREATING US WITH CARE AND CONCERN

71% achievement (national average 87%)

We Did

The x4 HCP areas concerning listening skills, treating with care can concern, considering mental health needs and providing information were discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

You Said

IMPROVE HCP PERFORMANCE WITH CONSIDERING OUR MENTAL HEALTH

Rated ‘Good’ 67% achievement (national average 74%)

We Did

A HCP learning event will be held in house to discuss as a Team how HCPs can improve in these areas. The session will be lead by Senior Partner Dr Taiwo Soyannwo.

You Said

ENSURE WE HAVE ALL THE INFO WE NEED ABOUT US DURING OUR APPT

87% achievement (national average 92%)

We Did

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

You Said

ENSURE WE HAVE ENOUGH SUPPORT FROM LOCAL SERVICES OR ORGANISATIONS IN THE LAST 12 MONTHS TO HELP MANAGE OUR LONG TERM CONDITIONS

62% achievement (national average 69%)

We Did

Promote our Social Prescriber role via Patient Newsletter.

Promote the NHS Service Finder website portal for patients.

<https://digital.nhs.uk/services/nhs-service-finder>

You Said

IMPROVE THE NUMBER OF PATIENTS THAT DESCRIBE THEIR OVERALL EXPERIENCE OF THIS PRACTICE AS GOOD

54% achievement (national average 75%)

We Did

We will ensure this result is discussed within the Practice with all Staff. Discussed in a Practice Meeting on 21.7.25 and in a Governance Meeting on 5.8.25.

By improving on the above targets, the Practice hopes that our score in this area will improve this overall experience outcome.

Please note that our in-house survey data does not correlate with this survey outcome.