

ACTION PLAN - SURVEY 2023

Question Asked	Conclusion
<p style="text-align: center;">PATCHS</p> <p>1. Are you aware of and using the online services to order prescriptions, book appointments, and online consultations via PATCHs or as a health app?</p> <p>2. What are your thoughts on PATCHs, our online consultation route?</p>	<p>An education programme for patients needed; what PATCHS is and how to use it, its reliability and to dispel data protection issues.</p> <p>Patients that are using it have found some key issues; need an App, not a one stop shop, a reply system between Gp and patient. Maybe these issues could be put to the developers of PATCHS and their reactions relayed to patients.</p>
<p style="text-align: center;">PRIMARY CARE TEAM</p> <p>3. Are you aware of who is part of our on-site primary care team?</p>	<p>However it's evident that most are aware of GP's, Practice Nurse and Healthcare Assistant. Whereas the further eight positions are least known.</p> <p>This is extremely depressing that such valuable services are not being recognised.</p> <p>The Practice need to focus on how the other services can more readily be used amongst the Patients including sharing referral processes. This will likely reduce the demand on our Gp's.</p> <p>Cont.</p>

<p>PRIMARY CARE TEAM CONT.</p>	<p>Another way forward could be an exhibition of all employees' photo, title and description of their role to be displayed in Reception and Newsletter. Nevertheless staff's privacy should be considered and it should not be compulsory to display a photo.</p>
<p>APPOINTMENTS</p> <p>4. Are you aware of our evening and weekend appointments with.....</p> <p>5. What type of appointment do you prefer?</p>	<p>A focus moving forward needs to be educating Patients of the Services available and how to most effectively access appointments.</p> <p>Is the evening/weekend appointments offered to Patients as a matter of course especially if no other appointments are available? Are these within our own Practice or further afield.</p> <p>As a Practice we are fortunate to have different types of appointments and it seems apparent that having both 'on the day' and 'pre-bookable' appointments is acceptable by Patients.</p>
<p>TELEPHONE SYSTEM</p> <p>6. What are your thoughts on the new telephone system?</p>	<p>6 patients didn't realise there was a new system.</p> <p>Our Practice has to be complemented for trying new systems.</p> <p>Although there is a lot of positivity for the new system it's evident we still have a large number of discontented Patients. Cont.....</p>

	<p>However maybe it's to be remembered that unless the phone is picked up immediately a large number of Patients would still not be satisfied.</p> <p>Could the ring back system kick-in earlier? Education on quieter/busier times to ring.</p>
<p>PRACTICE SUPPORT</p> <p>7.How do you as a family feel supported within the practice?</p>	<p>The positives out-weigh the negatives. Availability and flexibility seems to be commented on as both positive and a negative. Great to see our Receptionists have been complemented along with long standing Patients being well served by our Practice.</p> <p>It is unacceptable that a Patient feels "unimportant", all Patients should be respected and this may require a training need within the Practice.</p> <p>Patients would benefit from knowing how many appointments are available for each Practitioner. It is confusing for Patients with staff working condensed/Part Time Hours.</p> <p>The term 'turned away' is not something we should want to hear. Maybe it's how this is explained to Patients? What if a Patient doesn't have transport/means to get a taxi etc?</p>

<p>8. Thinking of your last visit/contact with the Practice do you feel you were listened to? And were you satisfied with the outcome?</p>	<p>It's encouraging that we received more positive than negative responses and very reassuring that our Reception staff, nurse and some GP's were named and declared "the best". Unfortunately two Patients were quite irate with their replies. Why can Patients no longer use email to request prescriptions? Does a discussion between the GP (who was named) and Practice Manager need to take place?</p>
<p>To Be Considered</p>	<ul style="list-style-type: none"> • Funding Survey Monkey - It only allows so many free participant then these answers have to be downloaded so more patients can contribute to the survey. • It was disappointing that only 0.45% of patients took part in the 2023 Practice Survey. Should therefore this survey be re-launched at some point?