

## PATIENT SURVEY AND ACTION PLAN 2012/13

### Introduction

The practice has a long standing patient forum. The Patient Survey was agreed by the PPG group was undertaken in both surgeries over 2 weeks in February 2012. 73 surveys were completed.

New members have been recruited to the group, this was achieved by displaying information in the surgeries and also asking patients to complete a return slip to the surgery if there were interested in joining.

The survey results are divided into a number of categories as follows:

1. Patient comments – these are ad-hoc comments made independently by patients on the survey questionnaires
2. Profile of patients who completed questionnaires
3. Summary of scores for each question indicating numbers who categorised our score ranging from blank/poor to excellent
4. Table showing overall scores in relation to age/gender (attached survey results)

	2012/2013
No respondents	73
Sex	F 92% M 8%
Ave age	26-50

### Priorities for the PPG

-  DNA
-  Electronic Appointment Cards/Text Messages
-  Electronic Prescribing
-  Working with Young People

The priorities agreed above were felt important by the PPG and further work needed to be undertaken on these issues.

### Action Plan 2013/14

#### 1. Did Not Attend - DNA

Patients were concerned at the amount of appointments that are DNAd and asked for more information. PM will keep displaying the amount of DNAs but work will continue to sign more patients up to the Text Message Reminder Service as well as sending a text message when they book their appointment.

*Action PM 2013*

#### 2. Electronic Appointment Cards/Text Messages

Appointment cards can be electronically printed direct from the Clinical System at the time the patient makes an appointment. This provides an accurate card to ensure no errors in the

appointment booking system as well as saving time for the Receptionist to write out the card and the patient having legible information. This is being implemented in March 13.

Text messaging continues for the patient to remind them of their appointment, however the Clinical System can also send the patient a text message when booking an appointment – great for those patients who are making their booking by telephone. Staff are aware of this feature and will ask patients if they would like to receive the text message and check their mobile number.

*Action PM 2013*

### **3. Electronic Prescribing**

The practice implemented Electronic Prescribing Service (EPS) on 25<sup>th</sup> Feb 2013. This will change the way prescriptions are requested and passed to the chemist. Patients are required to 'nominate' a chemist if they wish to use this service. The Chemists as well as the practice are actively asking patients if they would like to sign up to this service. There are restrictions at the moment that patients who have a Controlled Drug on repeat cannot use this service but this is being investigated by practices using EPS. Patients and the practice will benefit from this service. Practice to sign up as many patients as possible to EPS, along with the help participating chemists.

*Action PM 2013*

### **4. Working with Young People**

The practice has been working closely with Excelsior Academy in ensuring that young people are more aware of their GP surgery and how to make/cancel and arrive for appointments.

A presentation has just been designed by the students which will be used in each Secondary School during an assembly given by a GP. This is work with the Newcastle West Clinical Commissioning Group.

The practice continues to be involved with this project and support it where necessary.

*Action PM 2013*

## **Management**

Delegated responsibility for overseeing this Action Plan/program is Mrs Julie Wade, Practice Manager. The PPG will also review all actions and look at what else can be improved during the course of 2013/2014.

## **Monitoring**

This plan has been published on the practice website and posted to members of the patient forum.

Feedback to partners meetings, PHCT meetings, reports published on practice website and at patient's forum.

Annual report to PCT.

Julie Wade  
6<sup>th</sup> March 2013