

# Patient Participation Group

## Action Plan - 2014

<p><b>This year we had 504 surveys completed as opposed to 361 completed last year. Thank you to everyone who took the time to complete a survey. Your comments / concerns have been shared with the Patient Participation Group and will be taken forward over the coming months.</b></p>			<b>Appendix 6</b>
Priority	Getting an appointment		
Total Number of Patient who identified Priority as an Issue	36%		
Survey Results			
74% of patients thought that getting through on the telephone to make an appointment was the easiest way to make an appointment.			
63% of patients surveyed thought getting through to book an appointment by telephone was very, or quite easy while 32% felt it was not very easy or difficult.			
19% thought on-line was the easiest format to book an appointment			
59% found getting an appointment with any doctor or nurse was very easy or quite easy, while 12% found it difficult			
We did not do so well on providing a doctor or nurse of the patient's choice with just 31% saying it was easy or quite easy to see their preferred choice of clinician.			
Action	Deadline	Practice Lead	Actions Completed?
1. Remove the incoming calls from the reception desk so that the duty receptionist can concentrate on the patients in reception.	March 2013	Jane Morrow	√
2. New telephone system installed and developing its usage i.e. ability to see via a screen how many calls coming into the practice and when more staff are required to 'man the phones	On-going	Jane Morrow	√
3. New Rota software to be purchased to assist in number of appointments to increase Access	December 2013	Dr Davies	√
4. DNAs - if a patient DNAs three times in 6 months then a letter signed by the PRG will be sent to them highlighting the issue and what the cost is to the practice and other patients - Letter to be drafted for PRG approval.	Oct 14	Carol Wall	On-going

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Priority	Clinical care		
Total Number of Patient who identified Priority as an Issue	1%		
Survey Results			
85% of patients questioned said that they received a good service from the doctor or nurse when they saw them.			
1% said they did not.			
14% did not know OR did not complete the question			
Action	Deadline	Practice Lead	Actions Completed?
1. Improve Standards – Shawbirch is working with all doctors to ensure that patients receive the same standard of care whichever clinician they see. standards.	Ongoing	Dr Davies	Ongoing
2. Ensure regular review i.e. repeat patient survey. This is the third year that the survey has been completed. Discussions with Patient Participation Group Members to ensure that survey is updated prior to next year if needed.	March 2014	Carol Wall	Ongoing
3. Develop new services for patients	Ongoing	Carol Wall	

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Priority	Communication with patients		
Total Number of Patient who identified Priority as an Issue	4%		
	<b>This has reduced from 22% last year!!</b>		
Survey Results	<b>Please see last table</b>		
90% of patients thought the new screen system was clear			
4% of patients thought the new screen system was unclear			
6% of patients did not complete the question			
Action	Deadline	Practice Lead	Actions Completed?
1. Hearing loop in waiting room.		Carol Wall	√
2. Investigate cost of LED display to announce to patients that GP ready to see them.		Jane Morrow	Ongoing
3. Practice invested in new screen for the waiting area to announce patients name and which room they need to go to.		Jane Morrow	√

## Patient Participation Group Action Plan - 2014

Priority	Reception and Front of House Staff		
Total Number of Patient who identified Priority as an Issue	17%		
<p>Survey Results</p> <p>Of the 23% of 'disabled' patients 100% felt the surgery was suitable for their needs and 7% did not.</p> <p>66% of patients felt that their conversations at the front desk were overhead but only 17% of these were unhappy about this.</p> <p>54% of patients were complimentary about the staff, both clinical and reception – being helpful, friendly and professional.</p>			
Action	Deadline	Practice Lead	Actions Completed?
1. Investigate issues of confidentiality at front desk and identify solutions for PRG to discuss – Barrier put around reception to put a little distance between patient at the desk and those waiting to be seen.	June 2013	Jane Morrow	Ongoing
2. Rearrange seating in the reception area to allow for disabled access.	April 2013	Jane Morrow	√
3. Look at ways of improving the reception desk area		Dr Davies	Ongoing

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## Action Plan - 2014

Priority	Services at Shawbirch		
Total Number of Patient who identified Priority as an Issue	9%		
Survey Results <ul style="list-style-type: none"> <li>63% of patients felt that they were given enough information about the range of services available.</li> <li>9% of patients felt that they were not given enough information about the range of services available.</li> <li>Further analysis is to be done on this area</li> </ul>			
Action	Deadline	Practice Lead	Actions Completed?
1. Advertise available services on the screen in reception and on the practice website – maintain screen to ensure that it is up-to-date	June 2014	Dr Davies Carol Wall	Ongoing
2. Advertise available services in a newsletter.	June 2014 and quarterly thereafter	Carol Wall PRG Rep	Ongoing
3. Investigate the possibility of having more services at the practice such as physio etc.	Ongoing	Carol Wall	
4. Link in with the Clinical Commissioning Group to ensure that Shawbirch is able to offer new services.	Ongoing	Carol Wall	√ Ongoing

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## Action Plan - 2014

Priority	Patient information		
Total Number of Patient who identified Priority as an Issue	4%		
<p>Survey Results 88% of patients found the information provided by the practice either useful or very useful.</p> <p>Breakdown of how patients would like to be informed of changes in the surgery:- Letter 26% - E-mail 42% - Newsletter 16% - Website 12% - Screen 14% - Text Message 16% - Not completed 4%</p>			
Action	Deadline	Practice Lead	Actions Completed?
1. Develop quarterly newsletter highlighting new services, changes to practice etc and send out via various means as listed above.	June 2014	Carol Wall PRG Rep	Draft template completed
2. Update patient information regarding mobile telephone numbers and e-mail addresses.	Ongoing	Jane Morrow	Draft Forms completed

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## Action Plan - 2014

Priority	Parking		
Total Number of Patient who identified Priority as an Issue	25%		
<p>Survey Results</p> <p>64% thought there was sufficient parking</p> <p>Suggestion that outside kerbs could be lowered for disabled access</p> <p><b>Discussions regarding the car park and lowering of kerbs etc is an on-going action as it is a local community car park and doesn't belong to the Practice.</b></p>			
Action	Deadline	Practice Lead	Actions Completed?
1. Analyse disabled issues / needs.	Ongoing	PRG Member Carol Wall	
2. Link into funding such as Lottery, Council, Landlord to have high kerbs dropped for disabled.	Ongoing	PRG Member Carol Wall	
3. There is an informal 'one-way' system in the car park. Investigate the possibility of this becoming more formal i.e. discussion with landlord and council.	Ongoing	PRG Member Carol Wall	
4. Join forces with other local businesses and write letter to landlord to expand the car park.	Ongoing	PRG Member Carol Wall	

# Patient Participation Group Action Plan - 2014

Priority  
**Communication**

Action	Deadline	Practice Lead	Actions Completed?
1. Develop Patient Participation Group (PPG)	Ongoing	Dr Freeman Carol Wall	Ongoing
2. Develop PPG documentation i.e. Terms of Reference, Code of Conduct, Confidentiality Agreement etc	March 2014	Carol Wall	Ongoing
3. Appoint Officers to the Group i.e. Chair, Vice-Chair and Secretary	March 2014	Carol Wall	√