**TOWER HOUSE PRACTICE**

**ACTION PLAN – PATIENT SATISFACTION SURVEY**

**Period – 13 September 2017 to 13 October 2017**

Patient satisfaction survey discussed at the Patient Participation Group Meeting on 23 January 2018. The following actions were agreed:

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| --- | --- | --- | --- | --- |
| Action | To be completed by whom | Date to be completed by | Date completed |  |
| Appointment availability – need to raise awareness about GP Extra. Review appointment system with GP’s | Sarah Bloor | June 2018 | June 2018 | Appointment audit carried out by Sarah Bloor – presented at Practice Away Day in June 2018 – agreed actions to be discussed further with a working group |
| Phone lines – this is not so bad now as extra staff are put on the phones in busy periods. | Sarah Bloor/Helena Wilson/ Liz Berry | June 2018 | June 2018 | Increased number of staff – additional PM receptionist and 2 apprentices. Continue to monitor busy periods |
| Lots of patients are booking online – increase number of patients with online access | Victoria Gollins/Sarah Bloor/Helena Wilson/Liz Berry | June 2018 | June 2018 | Practice has increased number of patients booking online – excelled NHS target of 20% - recommended as a practice of excellence by NHS England with regards to online booking. Examples shared with other practices |
| A standard questionnaire is used so we can compare year on year. | Sarah Bloor | Ongoing |  | By using the same questionnaire has proven to be more beneficial when comparing results |
| Encourage Receptionists to signpost more. Money is to be invested for Receptionists to be trained using face-to-face training, online training and structured training. | Sarah Bloor/Victoria Gollins/Helena Wilson/Liz Berry | September 2018 | In progress | Receptionists have started the care navigation training – to be completed by September 2018 |
| GP Online Consultations | To participate in 2nd wave pilot of on-line consultations | June 2018 | June 2018 | Practice has started on-line consultations. |