

## Guidance template for discussion of local survey findings and action plan

Please retain this form for future reference and to present to your CCG if required.

### A. Discussion of local practice survey findings

#### 1. Patient reference group (PRG) members present:

Abdul Khandakar  
Gwendoline Joseph  
Suhail Sheikh  
Younes Hamade (Chair)  
Sailesh Ramdeehul

#### 2. Practice staff (and designation) present:

Dr Benedict – Senior GP  
Mrs Narjis Chohan – Managing Partner  
Miss Fahmida Alam – Deputy Practice Manager  
Mrs Beena El-Azzeh – Medical Secretary

2. Practice staff (and designation) present:

#### 3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

Practice scored 83% this year – Last Year 84%

Scored low on :

1. Speak to GP on phone
2. See GP within 48hrs
3. Telephone access



#### 4. Which responses were most positive?

1. Excellent
2. Good Care always
3. Happy with everything
4. No complaints
5. Practice is very well run
6. Overall good practice all staff helpful

#### 5. Which responses were least positive?

1. Shorten waiting times
2. More doctors
3. Longer appointments with doctor
4. Hard to get through on the phone
5. Music on the phone when waiting to be answered is irritating

#### 6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

Q15 – express concerns or fears scored low against benchmark.

TSMC -79% benchmark – 82%

Q5 - See Practitioner of choice scored higher than benchmark.

TSMC - 57% benchmark 48%

For Q15 – expressing fears concerns the difference is 3% below national benchmark, Patient group suggested maybe not enough time in a 10 minute consultation, if they are anxious about discussing concern not enough time to open up. Also as have 1 problem per appointment may not have enough time to discuss properly.

#### 7. What are the main priorities identified by the PRG?

1. Telephone access – getting through to speak with Reception
2. Front Line Service
3. Appointment Availability

#### 8. What are the main priorities identified by practice staff?

Improve and intensify training with Reception staff to give better customer service and ensure give correct information out to patients



**B. Discussion of previous local practice survey findings in relation to the current ones (if applicable)**

1. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your CCG and your practice staff?

Patient experience issue	What has been done to address this?
N/A	

2. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

N/A

3. In which areas have you seen most change?

Last survey	This survey
Respect / privacy 75%	81%
Illness Prevention 67%	73%
Reminder Systems 69%	75%



### C. Action plan

Which areas did you mutually agree as priorities for action and intervention?  
Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
1. Telephone Access - Getting Through to speak to Reception	All Receptionists answering phones only 8am - 9.30am ( no other admin work during this period). One Receptionist just to greet patients. Contact Opus phone systems to change message to give patients options appointments / blood	Practice Staff Reception	June 2019 (Achieved May 2019)  Partially achieved - we already offer a list of options for patients to select from
2. Front Line Service	Greet patients & acknowledge them even when on phone. Give correct info, more training for staff on how to greet, phone manner, how to ask sensitive questions	Senior Receptionist with oversight from Deputy Practice Manager	June 2019, achieved but ongoing
3. Appointment Availability	Make more of a variety of appointments available. Currently only same day or 2 week wait and online access	Practice Manager Deputy Practice Manager Senior Receptionist	Achieved May 2019
4. GPs to greet all patients the same way - even if its been a long day so patient can relax and speak freely even though limited time	Discuss with clinical staff, remind them greeting patient after long day needs to be same as greeting first patient of the day - not patient's fault if long or stressful day	Practice Manager Doctors Nurses HCA Reception Admin Managers	Achieved, Ongoing

Does your CCG (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and CCG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the CCG).

#### Your details

Name: Fahmida Alam

Practice address: 22 Otterburn Street SW179HQ

Job title: Deputy Practice Manager

Practice name: Tooting South Medical CCG (or similar body name): Wandsworth

Your signature: fahmida