

TSMC template for discussion of patient experience survey findings and action plan

To be filled in by Patient Group Members

Date – 3/12/15 – 6.30-8pm

1. Patient Group members present:

Mohammad Nasim
Abdul Khandakar
MRN
Audrey Chessell
Gwendoline Joseph
Peter Taylor
Managey Powys
Suhail Sheikh
Younes Hamade

2. Practice Staff:

Dr Shiraz – Senior GP
Mr Shiraz – Managing Partner
Mrs Narjis Chohan – Deputy Practice Manager

3. Key findings from survey discussed with group:

Practice scored 86% this year – Last Year 89%

Scored low on :

1. Waiting times
2. Telephone access
3. See GP within 48hrs

4. Which responses were most positive?

1. Easier to get through on phone
2. Fantastic
3. Happy with Service
4. Keep it up
5. Doing good
6. They listen
7. Very friendly staff
8. Excellent doctors

5. Which were least positive?

1. Shorten waiting times
2. More magazines
3. Extend evening appointments
4. Confidentiality at front desk/can hear discussion
5. More doctors
6. Deal with more than one problem
7. Longer time with doctor

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

Waiting time and GP within 48 hours scored low against benchmark.
TSMC -53% benchmark – 56%

Opening hours satisfaction scored higher than benchmark.
TSMC - 74% benchmark 69%

Although the waiting time showed a small loss of standard against the benchmark it is not statistically significant. However, in no way is the Practice taking this loss without serious thought to improve future performance.

This is in part addressed by the Opening hours findings in that satisfaction with the opening hours secured access to medical practitioners even though the waiting time was marginally lower than sought.

7. In which areas have you most seen change ?

Last year

This survey

- | | |
|-----------------------------|-----|
| 1. 57% -Waiting Time | 53% |
| 2. 61% -See GP within 48hrs | 55% |
| 3. 69% - Telephone access | 63% |

From the 2014 survey, group suggested that practice should allow 15minutes if someone is late to see the clinician. This has been implemented on the Practice Noticeboard, Website and message on the touchscreen at arrivals and patients are content with these improvements.

Waiting times were a discussion in the 2014 survey meeting and again practice was advised to improve communication. Again the improvements outlined above are to date effective in achieving this improvement. The Patient Group continues to retain this issue as a standing item for discussion and knowledge development for the Practice.

ACTION PLAN

Which areas did practice agree as priorities for action and intervention?

Date – 3/12/15

Meeting – Patient Group followed by Template completed by 17/12/15

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
1. Waiting times/ to improve communication.	Informing & educating patients; Notices & website, messages on touch screen	Patients Practice staff particularly Reception	Jan – 2016
	Reception staff to inform patients if clinics running late. Also allocate one receptionist to meet and greet patients.	Reception Reception	
	Publish CFEP to website.	Deputy Practice Manager	
2. See GP within 48 hours	Seasonally adjusted same day and routine appointments available.	Senior Receptionist With oversight for assessment from Deputy Practice Manager.	Jan 2016 Commenced with Survey period.
	Every day to have a doctor on call who just sees & telephone consultations same day patients	Doctor	
3. Telephone access – getting through to speak with	Contact Opus Telephone system to change message so	Deputy Practice Manager	Oct – 2015 Achieved

<p>Reception</p>	<p>patients can be informed what position they are in the call waiting system. This is now implemented in addition to providing selections for other services; blood results, opening times, signposting for prescriptions.</p> <p>Achieved implementation of dedicated internal phones to Reception that are differentiated from external phones. The latter includes the waiting/queuing system to speak with Reception.</p> <p>Deputy Practice Manager with Patient group member if available to visit at least two practices to experience and assess telephone management.</p>	<p>Deputy Practice Manager</p> <p>Deputy Practice Manager & PPG member</p>	<p>Nov – 2015</p> <p>March - 2016</p>
------------------	---	--	---------------------------------------

Signed off by Patient Group – Hard copy signed available on request.

Signed off by Practice - Hard copy signed available on request.