

# Tooting South Medical Centre

Finding and Action plan following the CFEP External Survey 2018 - 2019

Introduction:-

We carry out the External (CFEP) survey every year and discuss the results with the PPI Group and implement any changes following the survey and the recommendation from the PPI group.

**TSMC template for discussion of patient experience survey findings and action plan**  
**To be filled in by Patient Group Members**

Date – 28/03/2019 – 7-8pm

<p>1. Patient Group members present:</p> <p>Abdul Khandakar Gwendoline Joseph Suhail Sheikh Younes Hamade (Chair) Sailesh Ramdeehul</p>
<p>2. Practice Staff:</p> <p>Dr Benedict – Senior GP Mrs Narjis Chohan – Managing Partner Miss Fahmida Alam – Deputy Practice Manager Mrs Beena El-Azzeh – Medical Secretary</p>
<p>3. Key findings from survey discussed with group:</p> <p>Practice scored 83% this year – Last Year 84%</p> <p>Scored low on :</p> <ol style="list-style-type: none"><li>1. Speak to GP on phone</li><li>2. See GP within 48hrs</li><li>3. Telephone access</li></ol>

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 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 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. In which areas have you most seen change?

**Last survey**

**This survey**

- |          |                                     |           |
|----------|-------------------------------------|-----------|
| 1. 75% - | Respect for privacy/confidentiality | 81% (+6%) |
| 2. 67% - | Illness Prevention                  | 73% (+6%) |
| 3. 69% - | Reminder Systems                    | 75% (+6%) |

## ACTION PLAN

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

Date – 28/03/19

Meeting – Patient Group followed by Template completed by

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
1. Telephone access – getting through to speak with Reception	<p>All Reception staff answering phones only 8am-9.30am (no other admin work during this period) One receptionist to meet and greet patients.</p> <p>Contact Opus Telephone system to change message so patients can select options for other services; blood results, opening times, signposting for prescriptions.</p>	<p>Practice staff particularly Reception</p> <p>Deputy Practice Manager</p> <p>Opus Phone System</p>	<p>Jun – 2019</p> <p>(Achieved May 2019)</p> <p>Partially Achieved – (we have an existing list of options)</p>
2. Front Line Service	<p>Greet patients and acknowledge them even when on phone</p> <p>Give correct information to patients – give more training to new reception staff Eg how to greet, phone manner, how to ask sensitive</p>	<p>Senior Receptionist With oversight from Deputy Practice Manager.</p>	<p>Jun 2019 Achieved - ongoing</p>

	questions, explaining why need info from patient, if unable to help patient explain what will do to help		
3. Appointment Availability	Make more of a variety of appointments available – currently only same day or 2 weeks wait and online access.	Practice Manager Deputy Practice Manager Senior Receptionist	Achieved May 2019
4. Professionals: GPs with limited time but please greet each patient the same way even if been a long day! It will help patient relax to speak freely with professional	Discuss with GPs and clinical staff to make them aware.  Publish CFEP to website.	Practice Manager  Doctors Nurses HCA Reception Admin Managers  Deputy Practice Manager	Achieved

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

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