

ACTION PLAN – JANUARY 2019

This Action Plan is in response to patient feedback received during 2018 from the Friends & Family test and the National GP Survey for the practice. The results show real progress towards creating a high performing practice for all our patients and in the spirit of continuing improvement the following items were picked up from patient comments to be clarified and worked on. This Action Plan will be reviewed and adjusted, as required, by the Patient Participation Group (PPG) and the Senior Practice Management on a quarterly basis. (1ST Review March/April 2019)

<p>1. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?</p> <p>Around 150 patients surveyed with around 50 responses per month, results are available on the practice website and PPG noticeboard in the surgery waiting room</p>	<p>ACTION – Whilst the results are very satisfactory the Practice and the PPG wish to continue to see improvement for patients and believe delivering the following actions will help facilitate this.</p>
<p>2. Regular review of Friends and Family test:</p>	<p>ACTION – Review and if required take action regarding month on month changes in numbers of replies and/or results. To be a permanent agenda item for the PPG meeting attended by the senior partners and practice manager.</p>
<p>3. Celebrate success:</p>	<p>ACTION – celebrate success, a key role for both the PPG and practice management, with an average of nearly 90% of our patients surveyed saying they would recommend the practice to their friends and family. The PPG Chair has written to all members of staff thanking them for their work and dedication for the recent CQC retest which further enhanced the practice “Good” rating.</p>
<p>4. Getting through to the practice by phone:</p>	<p>ACTION – Although this scored higher than the national average, as a result of patient feedback investment has been made and a new voice-over internet phone system has been installed which can deal with up to 20 calls at any one time, it also has a queueing system that directs patients to the area they require while keeping them informed. Performance of system to be regularly reviewed.</p>
<p>5. Patients find the Receptionists helpful at the Practice.</p>	<p>ACTION – Work flow mapping is underway to better understand and enhance the Reception/patient experience. Customer service training programmers are in place along with sharing of patient feedback and learning outcomes that are a regular item shared both ways at the weekly meeting.</p>

<p>6. Patients' satisfaction with the general practice appointment times available:</p>	<p>ACTION – Increase opening hours to better suit those patients needing early morning or evening appointments. Work underway to release more appointments via patient choice including telephone triage, eConsult (pilot underway) and increase use of out-of -hours appointments provided at King Edward VII hospital, Windsor and St Mark's hospital in Maidenhead. Work also underway to provide further out-of-hours appointments at Boundary House in the Bracknell area.</p>
<p>7. Patients' cannot always see or speak to their preferred GP when they would like:</p>	<p>ACTION – Following patient feedback every salaried GP now has both telephone and face-to-face pre-bookable consultations available up to 2 weeks in advance.</p>
<p>8. Patients offered a choice of appointments:</p>	<p>ACTION – Work on multi-point contact for patients is designed to improve choice with e consult telephone consultations and further promotion of online patient access which should free up appointments for reception to offer more patient choice. To be regularly reviewed.</p>
<p>9. 23% of patients surveyed said they waited longer than 15 minutes after their appointment time to be seen at their last appointment.</p>	<p>ACTION – Work underway to review this percentage and the practice processes to improve this score.</p>
<p>10. The following surveyed patient feedback regarding the health care professionals seen or spoken to sees the practice scoring well when compared to the local and national average.</p> <p>Questions asked included: "Did the health care professional you saw, or spoke to, give you enough time, listen to you, treat you with care and concern? Were you involved as much as you wanted to be in the decisions about your care and treatment?" "Did you have confidence and trust in the healthcare professional and feel your needs were met during your last GP appointment?"</p>	<p>ACTION – Dr Williams, the practice senior partner, is using the data from the National GP Survey along with regularly seeking reviews and feed-back from patients who have been seen by healthcare professionals, to ensure an environment of continuous improvement is in place with ongoing learning shared with the whole clinical team. This includes seeking feed-back from patients who have been hospitalised to understand how they rated their treatment and allowing this feedback to be passed on to the hospital trusts. Dr Williams also carries out regular health professional appraisals and reviews for all clinical staff with patient feed-back a central part of this appraisal. If patient feed-back dictates, reviews are carried out with the healthcare professional as soon as possible.</p>