

**PATIENT SURVEY 2023**

**ACTION PLAN**

**Introduction:**

 We are grateful to patients for taking the time to complete the nationally centralised Patient Survey in 2023 and Friends & Family Feedback throughout the year. The results of the Patient Survey have been published on the gp-patient.co.uk website and the collective results will be included on our own practice website to inform patients. We acknowledge that we were unable to analyse the results of the 2020 Survey due to our heavy workload during the Covid pandemic.

The GP Partners, Healthcare Practitioners & Staff have prepared an Action Plan to help improve the service patients receive.

From the results we have need to focus on ‘Telephone Access’ again and Appointment Access and our aim is to work hard to improve these areas. Please feel free to provide us with your feedback on how we are doing at any time. You can do this by contacting us through our website or by letting Reception have your comments.

Our biggest area of concern and focus this year will be on telephone contact as we recognise that this trend has been an area where we need to improve on for the last few years.

 **29% of patients find it easy to get through on the phone.**

 **Priority For Action Actions Taken Relevant Comments Telephone Access We upgraded our telephone system and moved suppliers in August 2021 as a direct result of ongoing patient feedback**.

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| **Priority for Action** | **Actions Taken** | **Relevant comments** |
| Telephone Access | We upgraded our Telephone system and moved suppliers in April 2023 as a direct result of ongoing patient feedback. | * We have increased staffing to 6 receptionists answering calls first thing in the morning (the busiest times) each morning.
* We monitor, queueing and can react quickly to any necessary changes need to be made.
* We did experience some initial teething problems, mainly to do with our callback process, however we had been able to iron these out quickly once notified by patients.
* As part of our triage system, we have introduced signposting to patients to provide access to alternative services as necessary.
* The new callback facility allows patients to press #5 on their keypad and they will automatically be placed in the telephone system for a call back keeping their place in the queue.
* In addition to telephone access, we do advocate the use of an e-consult facility which is available from our website from 8 AM onwards Monday to Friday. All the e consults will be triaged the same day by a GP.
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| Offered a choice of appointment when last tried to make a general practice appointment | More availability and choices given to our patients | * Following triage by GP, when the administration team contact the patient to offer an appointment we will offer a choice depending on the advice from the GP, for example if the GP would like the patient to be seen face-to-face and if not urgent we can offer a variety of days including evening appointments at our enhanced access site and also Saturday appointments.
* If the patient prefers then an appointment can be via the telephone and we have a number of healthcare clinicians which include GP partners, salaried GPs, advanced nurse practitioners, pharmacists and pharmacy technicians along with a full nursing team.
* We have our Branch surgery in Heighington which offers GP and nurse clinics on a variety of days and also includes a dispensary service.
* In addition, we offer walk-in appointments for flu vaccination and also cervical smears. We also offer a family planning, HRT and cervical smear clinic on Tuesday evenings at Bewick crescent surgery.
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