

William Fisher Medical Centre

Action Plan Resulting from the 2013/2014 Patient Survey and PPG Meetings

Patient Priorities / Issues	Comments	Agreed Actions	By Whom	Target date	Date Completion/feedback
Of the respondents who tried to get appointments with a Dr two weekdays in advance, 25% were unable to.	Written comments indicate that this is mainly due to there being no appointments available, particularly with a preferred Dr, and specifically with the only female Dr Bowton.	Practice to discuss and feed back to PPG	Debbie Morley and Practice Partners.	feedback by Jun 2014	DM undertook an audit of appointment availability looking particularly a specific doctor slots. What was found was that availability was generally very good but that if a doctor was on leave this impacted on the overall availability for at least a week after they returned. Problems with seeing the only female GP were noted but availability cannot be increased as she is already working full time. A female nurse practitioner is also available to help with this.
The survey indicates that some patients, in particular those that work, and parents with young children, would like to be able to get appointments outside normal working hours.	Analysis of changes requested is as follows: Saturday mornings 34% Later Evening Apps. 34% Lunch time Apps. 6% Earlier Morning Aps. 13%	Ongoing - Refer to comments and actions in the 2012/2013 Survey Action Plan	Debbie Morley and Practice Partners.	feedback by Jun 2014	Due to funding issues changes to surgery times outside core hours has not been possible. However, the surgery is still exploring all possible avenues to facilitate this
Written comments indicate that not all patients are aware of the later evening surgery hours on Wednesday	Website is not clear on surgery times, and publicity of opening times could be improved in reception and waiting room.	State opening times on practice website for late evening surgery. Opening times to be displayed in more prominent locations in foyer and waiting room.	Debbie Morley	ASAP	Website changed 12th March 2014.

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<p>The survey indicates that 75% of respondents with long term health concerns had not been given written documents about how to manage their health concern, and of those 25% would have liked a written plan.</p>	<p>The practice website has a section devoted to long term health concerns, and there is a wealth of information available on the NHS Direct website. This is fine for those with access to the internet but there are many patients, particularly the elderly, who have not got access.</p>	<p>At initial diagnosis, GP's and specialist nursing staff to enquire if patients require written documentation on how to manage their long term health concern, and provide them with the website links, or, for those without web access, leaflets describing their concern and how to manage it. Practice manager to obtain supporting literature.</p>	<p>Practice staff.</p>	<p>As and when required.</p>	<p>Clinical staff have access to on line leaflets which they can access for patients during consultations and print out for them</p>