

Practice and PPG Recommendations Following Publication of Results of Patient Questionnaire

Issue identified	Possible suggestions for improvement	Action Plan	Date of completion of action plan
Waiting times	Staff training: Ensure staff keep patients informed of potential wait Jayex board could be used for information (as long as it is updated)	Practice Manager	March 2012
Lack of knowledge of current services available Citizens Advice, Self -help books	Improve patient awareness: Better signage Information in newsletter	Newsletter	March 2012
Informing patients about how to raise concern or comment to surgery management	Publicise	Newsletter	March 2012
A) Appointments- specific doctor	Guidelines for patients to manage expectations	Newsletter	March 2012

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Car parking: It was noted that the majority of patients use a car to access the surgery but many patients identified the size of the car park and difficulty parking as an issue	Educate patients: walk locally Educate staff: walk to work or park elsewhere to leave the car park free for patients The car park at the new surgery will be no larger	Newsletter Display at surgery of patient responsibilities and practice responsibilities	June 2012
A) Telephone system – majority of patients described only as ‘fairly easy’	Clearer guidelines by surgery for phone-in times	Publicise in newsletter and on website	June 2012
B) Appointments- specific Doctor	GP training regarding repeat appointments to manage patients’ expectations	PM	June 2012
A) Informing patients of OOH services e.g. DHU and walk-in centres	Patient newsletters from surgery or PPG AGM- this may be a topic for speaker at AGM	PPG AGM	June 2012

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B) Informing patients of OOH services e.g. DHU and walk-in centres	'Credit Card' style reminder cards for patients	PPG	October 2012
B) Telephone system – majority of patients described only as 'fairly easy'	Dedicated line	New surgery	New surgery 2013
Waiting Room	Quiet area Separate children's area Up to date information and magazines Music Drinking water dispenser	New surgery plans	New surgery 2013
Public transport to surgery	Need bus shelters preferably with appropriate seating	Contact DCC Bus company	New surgery 2013

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Receptionists and patients (although many rated receptionists as very good the target would be for a higher percentage of positive comments)	Communication skills training	On-going training Also patient education and managing expectation	On-going