

A. Discussion of local practice survey findings - Year 2013-2014

1. Patient reference group (PRG) members present:

Emis 1808 D. W. - Emis 118 M. A. - Emis 5972 M.F. - Emis 6092 J. G.

Emis 28383 L.H. - Emis 28098 D.D - and Emis 442 R. D.

2. Practice staff (and designation) present:

2 GP's, 1 FY2 and 2 admin staff

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

81% rated the practice good, very good or excellent.

4. Which responses were most positive?

Opening Hours

Consultation skills

5. Which responses were least positive?

Telephone access

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

Telephone access

7. What are the main priorities identified by the PPG?

Improve the telephone system and reinstate the self-check- in system.

8. What are the main priorities identified by practice staff?

As above

B. Discussion of previous local practice survey findings in relation to the current ones (if applicable)

What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your CCG and your practice staff?

Patient experience issue	What has been done to address this?
Telephone	Installed new telephone system. Re-organised staff to have two dedicated telephonist whose duty it is to answer the telephones.
Waiting time	Installed a new self-check-in system. Spaced out doctor appointment and longer consultation time.

Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

YES

In which areas have you seen most change?

Last survey	This survey
Telephone access had worsened.	Has now improved with additional staff and new system.

C. Action plan

Which areas did you mutually agree as priorities for action and intervention?

Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved	What is an achievable time frame
Telephone	Install new system	Partner & Practice manager	3 months
Check-in system	Install new system	Partner & Practice manager	1 month
Waiting Time	Amend check-in screen so patients are notified at the point of check-in if the clinician they are seeing is running late or on time.	Practice Manager	1 week
Telephone consultation	To ensure that patients have access to a clinician if they require telephone consultation	Reception Staff	1 week

Your details

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