



Service improvement and actions from survey

September 2017

The Practice has successfully carried out its six monthly survey in September 17, consisting of 450 patients with a response rate of 79%. Over the last two years, the Practice has undergone a transformation of its services and improved performance, access and introduced customer training for all of the staff.

When compared to the previous survey, the overall score of 74% has confirmed that improvements made to service levels have remained in place from appointment satisfaction to customer services and consultations. Previously, the main area of concern had been around telephone access, this has consistently shown an improvement and the score of 61% (60%: March 2017 & 57%: September 2016), is now above national mean. Staff members are also actively promoting on-line access as the increase in uptake cuts down the telephone lines congestion.

There has also been improvement to overall access to services, this has been helped by working in partnership with the SmartCare Federation and being able to offer extra sessions at the Practice as rotational hub under extended access scheme.

The overall consultation satisfaction has improved when compared to previous surveys as a result of continuous training & feedback. Staff will continue to signpost patients to appropriate self-care webpages such as NHS, Asthma UK, Diabetes UK, British Heart Foundation etc. However, for our patients who are reluctant to go on-line (due to not being tech-savvy, having language barriers, less educated etc.) the Practice will continue to hold educational & awareness events required such as Diabetes, antibiotics, importance of bowel screening, breast screening, cervical screening etc.

As per previous surveys, the comments regarding the size and suitability of the building continue to be raised. The practice and the CCG accept that the building is safe but is not fit for purpose. This has been raised with the CCG on an on-going basis.

The practice will continue to monitor its service levels to ensure that the improvements made are embedded & sustained, by repeating the survey within a 12 month period (as agreed in a PPG meeting).