



Service improvement and actions from survey

February 2019

The Practice has successfully carried out its annual survey in February 19, consisting of 478 patients with a response rate of 79%. Over the last year, the practice has focused on the areas highlighted in the previous survey i.e. access and re customer services training for all of the staff.

The comparison with the previous year has confirmed that improvements made to service levels have remained in place from appointment satisfaction to the consultation and the staff. The overall score has decreased slightly to 76% (77%: June 2018).

The appointment system introduced previously (i.e. "on the day morning appointments" being released at 8.00am; whilst the "afternoon daily appointments" being released at 11.30am) is working well. This was discussed at the PPG meeting held in December 2018 and it had cut down the telephone congestion in the morning and the load is evenly spread throughout the day to ensure better telephone access. The Practice will continue to monitor the outcome of this.

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 continues to receive positive feedback re helpful staff in particular for their range of languages and staff are continuing to have customer services training for what is a challenging area.