



## **Service improvement and actions from survey**

### **February 2020**

Pearl Medical Centre has successfully carried out its annual survey in February 2020 consisting of 465 patients with a response rate of 76%.

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 slightly increased to 77% (76%: February 2019). Previously, the main area of concern had been around telephone access, this has shown some improvement and increased from 57% to 63%, which is higher than the national mean (57%).

Previously agreed action plan in place has evidently worked; however, further improvement is needed and we've therefore decided that in addition to current practice PMC is to actively educate our patients and promote online access.

The feedback re the practitioners has also shown slight improvement and now is aligned with the national mean. Recruitment of salaried GPs is a national crisis, young GPs are choosing to work as locums. Despite this we will continue to regularly advertise and try to recruit salaried GPs and until this is achieved we plan to use regular long-term locums to ensure continuity of care.

The practice will continue to monitor the outcome of this, by repeating the annual survey in 12 months' time.

There were also a number of comments regarding the size and suitability of the building. The practice and the CCG accept that the building is safe but is not fit for purpose. This has been in the past and is still being raised with the CCG on an on-going basis.

The Practice is receiving positive feedback re helpful staff; we plan to maintain a high level of services provided.