

ASHBURN MEDICAL CENTRE

SURVEY ACTION PLAN ; FEBRUARY 2016

Many thanks to all who once again took part in our practice survey this year and your comments are greatly appreciated.

We are happy to see that of the survey forms completed and returned 93% of patients were satisfied with the service we provide. The GPs, Nurses and Reception staff received some very positive and kind comments.

We appreciate that once again it has been a difficult year. Dr Parry went on Maternity leave from July 2015 and our long term Maternity Locum GP went off sick from November 2015 and was unable to return, therefore the practice has had to appoint ad-hoc locum GPs to cover. However Dr Parry is returning back to full sessions in May 2016.

We are also pleased to note that 98% of patients who have used our telephone consultation service found this a positive experience.

As indicated on our survey results, early morning surgeries is the first choice. The practice has opened at 7.30am over the last few weeks and this has proved successful. We are now considering opening from 7.30 each day instead and withdrawing the evening surgery, but this will be discussed with our Patient Panel.

Since installing our new telephone system in June 2015 we have not received any formal complaints about this system. A new call queuing facility was added, the old enquiry line and second fax line which weren't used very often were merged into our main appointment line which gave us 2 extra lines, and 2 direct dial lines were added for the Manager and Assistant Manager 's office to divert some external calls away from the reception desk.

With regard to the presentation of the building there is not much that we can do with the main structure. At times the waiting area can be busy but there is small waiting area nearer to the doctors rooms which can also be used.

With regard to the comment on No 11 of survey results. Appendix 3, "AGREEMENT FOR A CARER TO HAVE ACCESS TO A PATIENT'S PERSONAL DETAILS and/or COPIES OF CORRESPONDENCE" is included in all Carers information packs available at reception. This must be signed by the patient and returned to the practice.

continued

ONGOING ACTIONS	COMPLETION DATE
Possible reorganisation of extended surgeries to morning, commencing at 7.30am	May 2016
Cosmetic appearance : all the consulting and treatment rooms have now been decorated but the waiting area will be re-decorated later in the year.	March 2017
More continuity and availability of appointments when Dr Parry returns from maternity leave.	May 2016
Will continue to try to encourage more patients to join our group	Ongoing

COMPLETED ACTIONS :

- New signage was erected outside the building.
- New flooring has now been installed in 2 of the nurses rooms.
- New lighting has been fitted throughout the building.
- New Telephone System installed.