

## ASHBURN MEDICAL CENTRE

### SURVEY ACTION PLAN ; FEBRUARY 2017

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

**Satisfaction with Service :** We are happy to see that of the survey forms completed and returned 70% of patients were Very Satisfied and 28% Satisfied with the service we provide and once again received some very positive and kind comments with 100% of patients confirming that their clinician was sympathetic and understanding and involved them in their care.

**Telephone Access :** We are pleased to see that 92% of patients found it easy to get through to the surgery on the telephone. From 1<sup>st</sup> March the practice ceased to take routine requests for repeat prescriptions over the telephone. This action became necessary due to the extremely high and unmanageable volume of calls coming into the surgery each day. As a result of this action the switchboard and reception time has been freed up and it is now easier and quicker for those who urgently need to get through to the surgery and calls can be dealt with more efficiently.

**Telephone Consultations :** We are also pleased to note that 97% of patients who have used our telephone consultation service found this a positive experience.

**Opening Times :** Some patients would like to see more afternoon and late evening appointments and these results will be discussed in a team meeting, however it has proved difficult in the past to re-provide evening surgeries which had been missed due to sickness and holidays.

**GP Appointments :** It's not always possible for patients to see the GP of their choice due to holidays / sickness.

**Practice Nurse Appointments :** With the appointment of our new Nurse Practitioner we hope to see an improvement for patients to access a practice nurse appointment.

**Presentation of Building :** 98% were satisfied with the presentation of the building.

ONGOING ACTIONS	COMPLETION DATE
Discuss surgery opening times	End Apr 17
Cosmetic appearance of building	Maintenance and decorating is ongoing
Continue to promote on-line access to encourage more patients to register for this service	Ongoing
Continue to try to encourage more patients to join our group	Ongoing

#### COMPLETED ACTIONS :

7.30 am surgeries set up with GP/PN & HCA

