

Get involved- The Charnwood Practice PPG Action Plan 2012 2013

Survey Question	Is Action needed?	Recommendation/ Actions	Target Date for Implementation	Action completed & signed off by
1. Did the clinician fully answer your question?	No	N/A	N/A	N/A
2. Was the clinician's advice easy to understand and follow?	No	N/A	N/A	N/A
3. Did the clinician listen to you and involve you in any decision making?	No	N/A	N/A	N/A
4. Did you feel you had enough time in your appointment to discuss any issues?	No	N/A	N/A	N/A
5. Thinking about your last consultation did this take place within 48 hours of you contacting the surgery?	No	N/A	N/A	N/A
6. Have you visited the www.thecharnwoodpractice.co.uk website?	Yes	More promotion of website	Immediate	Ongoing
7. Have you used online booking, if so did you find it easy to use?	Yes	Easy to follow links, plain English, succinct	March 2013	
8. Do you find the current appointment times convenient	No	N/A	N/A	N/A
9. Are you interested in working with the Practice & PPG are improving Patient experience?	Yes	Names collated and will be invited to attend next PPG meeting, chair to establish level of interest i.e. perm member, virtual member, one off etc	March 2013	
10. Is there any services you would like to see improved at the surgery?	Yes			
11. Have you visited/contacted the surgery in the last 6/12 months?	No	N/A	N/A	N/A
12. Who did you visit today?	N/A	N/A	N/A	N/A
13. Thinking about when you booked your appointment, arrived for your appointment and any follow up appointment you needed to book. Did you find the Patient Services team to be friendly, helpful and was this an excellent Patient experience?	No	N/A	N/A	N/A

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14. Please use this space for any general comments or feedback. Thank you.				
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Other areas for improvement identified by Patients through Survey – with response from PPG/Practice in bold underneath.

Appointments

Regular Doctors

6 regular doctors in place - locums will always be needed to cover absence.

More pre-booked appointments

This may have been resolved as practice now has 3 female GPs instead of 1. Practice to monitor to see if still a problem.

Waiting time between arriving and seeing time is too long

Not always possible due to nature of consultation, clinicians will make concerted effort to arrive punctually.

Sit and wait in the afternoon

Practice and PPG to monitor walk in patients for afternoon to see if demand.

Open on weekends.

If considered would result in one morning or afternoon for practice being closed.

Extra late clinic.

Already offer two a week which is the contractual obligation.

Appointments shouldn't be on first come first served.

To be discussed by PPG - unsure of solution and if actually possible.

More online appointments.

Potential for practice and PPG to consider.

Children's blood tests.

Outside of practice scope.

More blood test appointments.

Practice currently offers more than contractual obligation.

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Technology

Webcam/Skype Consultations

Is within in practice scope for improvement.

Prescriptions emailed and then printed off at home.

This is covered under electronic prescribing project outside of practice scope.

Ability to reset online password without coming to the surgery.

More reliable text messaging.

Potentially outside of practice scope/ IT issue.

Telephone

Phones always engaged

Impossible to book an appointment over the phone

More phone lines to book appointments

Have to call several times to get through

Possibly for practice to consider cost implications may be too high.

Building/Parking

More car parking for Patients

Design of reception for confidential conversations

Waiting area is boring

Outside of Practice and PPG scope as Liftco premises

Staff Attitude

Receptionist should be more discrete
Inform Patients when there is a delay (all staff)

In Practice scope for improvement

Helpful staff even when they are not our patients
Bigger signs for Charnwood and SSAFA

Practice to refer to Landlord

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Other

Children's entertainment

Potential for PPG to look in to.

Pick and mix shop, give everyone a burger after their appointment. You should put a little McDonalds somewhere in the surgery.

Unrealistic for PPG to action but feel does have some potential as space is unused and centre is being used to maximise the "social care" side, approach WRVS may be interested and could offer healthy eating etc.