**Action Plan following patient survey January 2016**

We sent 268 questionnaires and received 158 replies [59%]

We are gratified by the fact that on the whole the responses were extremely positive

1] 98% of respondents were satisfied that they could always or usually get an urgent appointment when needed

2] 92% of respondents always or usually got an answer to their medical queries the same day

3] 70% or respondents waited less than 15 minutes for their routine appointments

4] 99% of respondents felt that the doctor or nurse listened carefully to them

5] 97% of patients rated the surgery at 8/10 or above where 10 is the best possible provider and 0 is the worst

6] 73% of respondents thought reception staff were very helpful and another 23% thought they were somewhat helpful

7] 99% of patients were satisfied with their last visit to the surgery

59 responders also kindly took the time to leave comments. 48 of these comments were exclusively positive and we are grateful for your many expressions of support. 11 comments included criticism or suggestions . 4 respondents found the reception staff sullen rude or unhelpful.

Politeness is an integral part of staff training. While they may at times be harassed or stressed staff are aware that rudeness cannot be tolerated. Since this survey this has again been reiterated to all reception staff.

Although no one commented on the problem of confidentiality at the reception desk we recognise that there is a problem with the open plan of the reception and its proximity to the waiting room. The importance of confidentiality is emphasised at all staff training. There is a sign at reception requesting patients to indicate to reception staff if they have something confidential to discuss so that they can be taken to a confidential area. We have submitted plans for funding for improvements to the reception area to make it easier to protect patient confidentiality which are being considered.

There were 3 comments about difficulty getting through to make appointments. We recognise that getting through during the two hours allocated for making same day appointments can be difficult because of the high volume of calls during this time. We are trying to improve this by emphasising to patients that this line should be used only for same day appointments. Advance appointments can be made for the doctor of your choice either by phone to the normal surgery number [and not the dedicated same day appointment number] online or at the reception desk. The call board at the surgery highlights the option of making advanced appointments online.

One person commented about waiting times. The doctors and nurses aim to keep waiting times down to a minimum however please be aware that we are not always sure how long an appointment is going to take and the doctors and nurses are keen to give each patient the time they need. There are also sometimes emergencies coming up during surgery which obviously have to be given precedence. In light of this some waiting time and occasionally even lengthy waiting times may be inevitable.

One person commented that it is stressful to it would be less stressful to explain your problem to the doctor directly instead of leaving a message with the receptionist however the doctors are under considerable pressure and the need to handle messages in this way is entirely based on demand. The doctors, nurses and non-clinical staff at the practice are all working flat out to try to fill the demand as much as possible. At least 40 patients a day get same day appointments, on average the doctors deal with approximately 80 phone messages a daybetween them**.** There is the facility to email questions to the surgery or to leave a message on the website [though we must emphasise that the website is not for urgent clinical queries ] in the same way that one can request a repeat prescription or book an advance appointment.

One person commented that they would like to communicate by email . this facility is available by emailing [aviva.adler@nhs.net](mailto:aviva.adler@nhs.net). Please note this is not for repeat prescriptions which can be ordered online via the website nor is this for urgent medical queries as emails may not be picked up immediately at all times

Finally one person commented that it would be nice to have toys in the waiting room. We also think so and did indeed have toys in the past but Health & Safety have ruled this out because of the risk of cross infection.