

## FOUNTAIN CONNECTIONS (PATIENT REFERENCE GROUP)

### ACTION PLAN from SURVEY 2012-2013

Survey Question	Your responses	Outcome	Timeframe
How easy do you find entering the surgery building?	Although 74% of responses said they felt it was fairly easy there were a number of comments regarding the main doors being hard to open, not easy for wheelchairs or for pushchairs etc.	The PRG will research further and work with the Practice in finding a solution.	30.09.12  Completed with push button mechanism – March 2013.
Have you any concerns about other people hearing what you said?	75% of patients were happy with the current reception area in respect of confidentiality. However, there were some concerns (16%) regarding privacy and confidentiality.	All staff to have updated training on confidentiality. Posters to be put up in the surgery explaining confidentiality and help for patients.	Annual training booked for May 2012.  Training undertaken for all receptionist staff – confidentiality posters in waiting area.
How helpful do you find the surgery?	Overall responses were very good with 90% of patients saying reception staff were very helpful/helpful; 79% of patients saying GPs were very helpful/helpful and 82% saying the nursing team were very helpful/helpful.	How the Practice looks after patients is very important and therefore staff do have on going Customer Care training. An annual update being during the summer months.	Training booked for June and October 2012.  All receptionists attended Customer Services training June and October 2012. Update training booked for May 2014.

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Do you know we have extended opening hours on some of the following: Monday a.m., Tuesday p.m. or Saturday mornings.	Although 48% of patients were aware of this a further 46% did not.	The PRG feel this is an important and valued additional service the Practice offers. The PRG will work with the Practice to create and promote via a display in the waiting room	Surgery display by the end of April 2012. The same display on Life Channel TV in surgery and the Practice Website. <b>Completed on time but carried forward into next survey and action plan for updating.</b>
Do you know that we now provide a minor injuries service here?	Only 23% of patients were aware of this service with 70% being unaware.	This is an additional service offered by the Practice to help patients and the PRG feel there could be some confusion regarding what 'a minor injuries service' covers. Therefore, the PRG will work with the Practice to create and promote this service via a display in the waiting room.	Surgery display by the end of April 2012. The same display on Life Channel TV in surgery and the Practice Website. <b>Completed on time but carried forward into next survey and action plan for updating.</b>
Car Park: Do you have any comments regarding the restricted parking at the surgery.	62% of patients would prefer the parking to remain as now. Various comments were made regarding off-road parking, staff parking, car park at Horse & Jockey.	The PRG has previously written to the Council regarding extending the off-road parking but to no avail. This will be done again. Staff at the surgery do not park in the surgery car park and costs for using the Horse & Jockey are extortionate. This will be kept under review by the PRG.	Letter to the Council by 30.04.12. <b>PRG wrote to the Council but their decision was not to change the parking times.</b> The PRG to review with the Horse & Jockey. Target date 30.09.12. <b>This was put on hold due to new owners at the Horse &amp; Jockey and their refurbishments.</b>  <b>Practice looking at new surgery build and presented an Outline Business Case February 2013.</b>

<p>What would you most like to change at the surgery to improve your care or the building or the facilities?</p>	<p>There were various comments regarding decorating of the waiting room, no soap in the toilets, telephone system, appointments.</p>	<ul style="list-style-type: none"> <li>• The PRG are already working closely with the Practice regarding maintenance of the building and the waiting room is next on the task list.</li> <li>• The PRG also identified the need for chairs for the elderly/disabled and these are going to be supplied by the PRG.</li> <li>• Both the PRG and the Practice feel it is important to check stock and cleanliness of the toilets and this schedule has already been instigated.</li> <li>• A new telephone system was installed one year ago and there were many problems associated with this and the BT line. However, following advice from the PRG, there is now a queuing system in place, music whilst waiting and this system should now improve.</li> <li>• The Practice consistently review appointments and discuss with the PRG – this will be an on going process.</li> </ul>	<p>Completion date 30.06.12  <b>Waiting room redecorated, new soap dispensers in all toilets. Telephone system and new surgery plans presented in February 2013.</b></p> <p><b>Chairs provided by the PRG – 17.03.12</b></p> <p><b>Cleaning/Checking schedule in place in all toilets – instigated February/March 2012.</b></p> <p><b>On going reviews also included in Outline Business Case presented February 2013.</b></p> <p><b>On going reviews.</b></p>
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Please tell us what we do well.	There were some very positive comments including: Staff are polite and empathic; nurses are very good; it is good that you do not have to book for a blood test but can attend Open Blood Clinic; efficient repeat prescriptions that go direct to the chemist; annual 'flu clinics are well organised.	The PRG and the Practice welcomed all of the good comments from patients. It is important to have positive feedback as well as bad – but all being constructive. The PRG thank everyone who took time to complete the survey.	Thank you! Feedback is appreciated.