Patient Survey Action Plan

A survey was carried out in the surgery over a period of 2 months by the PPG. We managed to capture 56 random patients before and after their GP/nurse appointments. People were generally happy with the practice but the biggest problem by far was the inability to get through to make appointments. A number of patients did not know about the on line appointment booking system, and the availability and remit of the Advanced Nurse Practitioners. It has been a very useful exercise to have the PPG in the surgery to give information and be available for general questions and leaves the staff free to look after the patients.

We agreed in the last action plan to continue to monitor the satisfaction of the patients and their experience of getting through on the telephone. This is still the largest problem we have and the installation of the new telephone system will hopefully alleviate some of the strain. Once installed we will monitor this closely.

We now have 2 receptionists on the front desk whose sole job is to look after patients who present at the desk.

2 more members of staff sit at the rear to man the telephones. (These are, of course, based on the surgery being fully staffed).

Our new staff have now been fully trained. It is difficult to train in this environment as it is very much sink or swim to a degree. The training is given but sometimes it is a baptism of fire as it is so busy most of the time. It can sometimes be misunderstood as not knowing what is happening but it is a matter of finishing that particular patient’s needs before starting with another.

Since the closure of Cheadle Hospital, our GP’s are now in situ more which will give continuity for patients who prefer to see “their” GP. We all know this inspires confidence as they feel that “their” doctor knows their history and is therefore better qualified. We now have more pre-bookable appointments both by phone, visit to the surgery or on line. Our GP’s are doing more clinics.

Our extended hours have been advertised. They are on the web site and we have placed them on the front door. Our extended hours are: 7am on a Tuesday, Wednesday and Thursday. On these days a nurse will start surgery at 7am. In addition to this a GP will start at 7.30am on a Wednesday.

We have re-instated the text message reminder alerts for the appointments, these were requested by the PPG and are very useful.

The web site has been updated and now has a tremendous amount of information from PPG, Home Visits, Repeat Prescriptions to information regarding Carers which is a brilliant section.

We are in the middle of setting up a Virtual PPG email. We are losing out on a vital section of our patient database, young people in education, young mums and people who, for whatever reason, cannot attend the meetings, quite a few people left their email addresses to become members.

The Tardis surgery did have a Facebook page set up, unfortunately we could not find the administrator. The practice contacted Facebook and they agreed to allow us to take over this FB page. Quite a lot of work has gone into this is the background and we are hoping to launch this shortly.