

Patient Practice Survey 2015 / 16 Action Plan

May 2016

Issue	Action Taken	Pending / Completed
1. 29 patients asked hadn't tried to get an appointment with their preferred Doctor.	The practice decided to ask patient requesting appointments if they were booking in regarding a new problem or an ongoing problem. Staff will then offer to book patients in with the doctor they saw previously about the ongoing issue. This contributes to the continuity of care. As well as this posters quoting continuity of care	COMPLETE
2. 210/231 patients asked have not used the online appointment booking service. Despite both sites having a number of posters relating to this service, it is still not common knowledge that we offer this service.	The posters will stay up at both sites. As well as this, an 'advert' briefly describing the online services will be placed in the practice newsletter as a permanent item. This will hopefully increase the number of patients aware about the service. All staff within the practice will also promote the service	COMPLETE
3. Limited parking at both sites has been mentioned over the past few surveys including the 2015/16 survey.	Funding is now being offered by Hardwick CCG for renovation purposes. Stella has submitted an application to the CCG requesting some of this funding to extend the car park to the side of the building at Renishaw Surgery. We have submitted quotes from builders along with the application and await a response. We have also requested funding for a refurbishment of the Disabled toilet at Renishaw Surgery. Unfortunately as we do not own the building at Eckington	PENDING
4. 206/231 patients asked have not used the online prescription ordering service. Despite both sites having a number of posters relating to this service, it is still not common knowledge that we offer this service.	The posters will stay up at both sites. As well as this, an 'advert' briefly describing the online services will be placed in the practice newsletter as a permanent item. This will hopefully increase the number of patients aware about the service.	COMPLETE
5. A handful of patients had mentioned about making the Doctors appointments longer than 10 minutes.	If a patient feels that they need longer to speak to a doctor or that 10 minutes is not enough time to discuss their issues, they can request a double appointment (20 minutes) at the time of booking. A poster has been put at each reception desk highlighting this.	COMPLETE