

Hartland Way Surgery

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Action plan from practice patient survey 15-16

	Actions	Rationale for the action	Responsible member
1	Access to general practice	Survey results highlighted that patients did not always feel they adequate access. As an action, we have broadened the on-line appointments facilities so that patients have greater autonomy. Equally various clinical staff are providing appointments that suits the needs of the patients i.e. telephone consultation, longer appointments, double appointments etc.	All clinical staff PM to cascade the information to reception staff.
2	Patients with long term conditions	Survey results highlighted that patients with LTCs, may feel that their care is not always co-ordinated. The practice has a robust system to co-ordinate all aspects of the reviews i.e. assessment, blood test, physical checks, referrals if need be etc. but occasionally it is not possible due to other confounding factors such as change in condition, additional co-morbidities, discharge from hospital, alterations in their care plans due to changes in local commissioning arrangements etc. All clinicians to aim to synchronise or sign post annual reviews for LTC including medicines optimisation where possible in order to reduce multiple appointments.	All clinical staff PM to cascade the information to reception staff.
3	Repeat Prescription access	Survey results highlighted that some patients occasionally have problems with accessing their repeat or new medicines in time. Upon further exploring the issues with a few examples, it was evident that some of these concerns were due to local pathways around medicines which requires practice adherence, but patient's understanding differs, e.g. hospital only medicines, patients want urgent private prescriptions converted into NHS prescriptions, patients from abroad requesting medication that is not always available or approved on the NHS etc. As a result of this concern, we will promote the access to Online prescription service, all staff to be trained on repeat prescription processes. We will also liaise with local community pharmacies to ensure there is always a seamless care for our patients particularly in terms of their medication. All medicines queries to be supported by the practice pharmacist.	All clinical staff PM to cascade the information to reception staff.
4	Reception team	Survey results highlighted that reception staff needs to be more courteous. However majority of the responses show that staff are excellent and helpful. However not wishing to be complacent, we shall aim to provide additional customer facing awareness to all staff. Staff appraisals and personal development plans will also be used to further this training where applicable.	PM to action

5.	Confidential discussion at the reception desk	Survey results highlighted that occasionally when patients are waiting in the reception room, they are able to hear parts of reception staff's communication with patients either at the reception desk or on the telephone. As a result of this concern and improve confidentiality, reception staff will be provided in-house training and reiterate them to be quieter. However some of our patients having hearing loss and so there is little option but to speak to them in a louder voice. To correct this, a radio has been installed in the reception waiting room, after obtaining a suitable license for its use. Additionally any patient wishing to discuss any personal matters are offered a quieter area in the practice if they so wish to, which all staff are aware of and can offer should the patient request or they feel it may be more appropriate.	PM to action
6.	Communication	Survey results highlighted that they are not always clear when they can obtain information regarding their blood results, prescription process times and other relevant requests. As a result of this action, a communication sheet will be developed with specific time lines. This information will be posted in the reception room and also on the website.	PM to action