



CROSS STREET SURGERY PATIENT GROUP

LOCAL PATIENT PARTICIPATION REPORT 2013/14

➤ **Patient Group Profile**

The Patient Group at Cross Street Surgery is made up of nine patients in total of varying ages from 20 – 86 years of age, two male patients and seven female patients. All white British ethnicity. The group was formed three years ago using the following recruitment procedures: There was no patient group at this practice and in order to set one up the following actions were undertaken:

- A baseline practice population search was carried out on the clinical system showing the male and female population, also the age groups.
- A baseline ethnicity search was also carried out and the main ethnic groups highlighted.
- Clinical Groups – we looked on Population Manager on the clinical system for each domain register and invited ten people from each group to join the patient group.
- The doctors were asked to put forward names of patients who they thought would be suitable for the group.
- The staff, who know the patients very well, were asked to put forward names of patients who they thought would be suitable for the group.
- Colour notices were placed in the reception area and by the main reception window asking if any patients would like to join the group and telling them when the first meeting was.
- Invitation letters were sent out to all interested patients and patients in the clinical groups, making sure we had an equal amount of male and female patients and also from each age group.
- We put messages on the prescriptions inviting patients to join the group.
- We had a response from 10 patients to attend but at our first meeting on the 21st September 2011 we had 8 patients attend. Helen Ashford from the PCT attended this meeting.
- The group has now eight core members and two new members in the last twelve months.
- Every new patient is asked to join the group and there is a form to complete on the practice leaflet for any patient to join.
- There is a section on the practice website about the patient group and patients are invited to join.
- All types of ethnic backgrounds for patients are encouraged to join.

➤ **Patient Group Annual Survey**

The Patient Group meets every 6 weeks through the year and at a meeting on the 23rd October 2013 the group discussed the format for the patient survey for the forthcoming year. (see minutes of Patient Group 23rd October 2013 – Appendix 1).

APPENDIX – 1



CROSS STREET SURGERY PATIENT GROUP

Minutes of meeting held Wednesday 23rd October at 1.00 pm

Present: Kerry D'Silva, Stephen Marsh, Margaret Storrie, Caroline Redfern, Karen Ashbery, Deidre (from Stepping Stones Surgery observing)

Apologies: Dawn Mason, Christine McQuillan, Carol Lilley

- Deidre the Assistant Chairperson from Stepping Stones asked if she could see what our group did so she could try to help revitalise her group.

➤ **CQC Report**

On Tuesday 24th September 2013 we had our CQC visit and the report was sent to all patient group members and we discussed this report at the meeting. The report was excellent and the group thanked everyone for the hard work that was put in to produce the good report.

The main action point that was highlighted and discussed at length was the lack of appointments and the waiting times when a doctor is running late. In summary the request from the patient group was that patients were told on arrival how late a doctor is running so they can make the decision as to whether to re-book before they have been waiting an hour – Kerry said she would take this point forward to the partners at their meeting on the 4th November and then notify the staff. Also some sort of visual sign in the waiting room to tell patients if a doctor is running late.

- The minutes of the last meeting on the 6th September were agreed.

➤ **Cake Sale**

It was agreed for this to be on Friday 29th November, to include a raffle with about four good prizes. At the same time the members of the patient group can help other patients complete the annual survey.

➤ **Patient Survey 2013/14**

The survey format from last year was discussed question by question and from this Kerry would compile a new draft survey. This will be distributed to all members prior to the 29th November when it will be handed out. (see enclosed) The priorities for the survey were discussed and these would include items raised by the CQC and it was thought a good idea to include these questions. Also the topical areas that the CCG wanted like extended hours and appointment

availability should be included. It was decided not to include the ethnicity question as Margaret Storrie who collates the survey for the practice said that either patients do not fill in this part or they do not understand what ethnicity means. It was thought important to still include patient sex and age as this would then show the type of patients completing the survey.

Margaret agreed that when the survey was completed she would collate the results which would then be passed to Kerry to type up the report. The results would then be discussed by the doctors at their meeting, the staff at their meeting and then by the patient group in January. An action plan would then be formed with the views from all three meetings at the PPG meeting in January.

➤ **Any Other Business**

We discussed the play area and cleanliness of the toys and Karen Ashbery said it would be a good idea to have a hand sanitizer put by the play area with a notice saying "please use when your child is playing in this area". Kerry said she would contact the landlords to put this up.

➤ **Date of next meeting** – Friday 10th January 2014 at 1pm

APPENDIX - 2



CROSS STREET SURGERY PATIENT SURVEY – 2013/14

The survey was completed during four weeks in December 2013. Every patient attending the surgery was asked by the receptionist to complete a survey and return it when completed. The results from the survey were then analysed and the following is the detailed over view of the results.

These results will then be discussed by the Patient Participation Group at the surgery, the clinical and administrative staff at the surgery, and then an action plan compiled.

The results of the survey and the action plan will be published within the practice on the notice board in the patient waiting area, and also on the practice website.

SURVEY ANALYSIS

Total number of completed questionnaires - 243 representing 5.65% of the total population (4302).

In the age range cohort 3573 patient number. Completion of questionnaires represents 6.83% completed.

Survey Completion Gender Breakdown: Female 98 (40.2%) Male 44 (18%) Un 101 (41.8%)

Patient Numbers: Female 2117 (49.2%) Male 2185 (50.8%)

Survey Cohort: Female 1765 (49.4%) Male 1808 (50.6%)

Survey Completion Age Breakdown:

| Age | Female | Male | Unspecified | Total |
|---------|--------|------|-------------|-------|
| 16 – 29 | 17 | 4 | 4 | 25 |
| 30-50 | 24 | 20 | 18 | 62 |
| 50-70 | 34 | 24 | 26 | 84 |
| 70+ | 19 | 4 | 13 | 36 |

Survey Completion Ethnicity Breakdown:

| Age | M/F Unspecified | White British | Black Caribbean | Asian | Mixed Race | Black Other | Unspecified |
|-------|-----------------|---------------|-----------------|-------|------------|-------------|-------------|
| 16-29 | F | 13 | | | 2 | | 2 |
| | M | 4 | | | | | |
| | Unspecified | 3 | | 1 | | | |

| Age | M/F Unspecified | White British | Black Caribbean | Asian | Mixed Race | Black Other | Unspecified |
|---------|-----------------|---------------|-----------------|-------|------------|-------------|-------------|
| 30 - 50 | F | 16 | | 1 | 1 | 1 | 5 |
| | M | 9 | | 2 | 1 | | 8 |
| | Unspecified | 8 | | 8 | 1 | | 6 |

| Age | M/F Unspecified | White British | Black Caribbean | Asian | Mixed Race | Black Other | Unspecified |
|-------|-----------------|---------------|-----------------|-------|------------|-------------|-------------|
| 50-70 | F | 23 | | | | | 11 |
| | M | 18 | 1 | | | | 5 |
| | Unspecified | 9 | | | | | 17 |

| Age | M/F Unspecified | White British | Black Caribbean | Asian | Mixed Race | Black Other | Unspecified |
|-----|-----------------|---------------|-----------------|-------|------------|-------------|-------------|
| 70+ | F | 12 | | | | | 7 |
| | M | 4 | | | | | |
| | Unspecified | 9 | | | | | 4 |

One respondent did not specify age, gender and ethnicity.

Question 1: **In the Reception Area, is your privacy observed and respected?**

| Age | Yes but I don't mind | No but I do not mind | No but I would prefer a more private area | Don't know | No response |
|-------------|----------------------|----------------------|---|------------|-------------|
| 16 – 29 | 27 | 2 | 0 | 1 | 0 |
| 30 – 50 | 47 | 10 | 9 | 0 | 1 |
| 50 – 70 | 59 | 14 | 7 | 0 | 1 |
| 70+ | 25 | 7 | 2 | 1 | 0 |
| Unspecified | 24 | 4 | 0 | 1 | 0 |

1 50 – 70 responded by ticking all boxes

Comments:

70+ if other patients are waiting privacy is impossible with current layout.

Question 2: **How helpful do you find the receptionists at the Surgery ?**

| Age | Very | Fairly | Not Very | Not At All | No Response |
|-------------|------|--------|----------|------------|-------------|
| 16 – 29 | 20 | 10 | 0 | 0 | 0 |
| 30 – 50 | 46 | 20 | 1 | 0 | 0 |
| 50 – 70 | 67 | 12 | 2 | 0 | 1 |
| 70+ | 31 | 2 | 0 | 1 | 1 |
| Unspecified | 26 | 3 | 0 | 0 | 0 |

1 50 – 70 responded very and fairly

Comments:

16 – 29 responded depends who is on

30 – 50 some are some aren't – depends which receptionist

Question 3: **What is your preferred option for booking appointments ?**

- I. In Person
- II. By Phone
- III. On Line

| Age | i | ii | iii | i & ii | i & iii | ii & iii | i, ii & iii |
|-------------|----|----|-----|--------|---------|----------|-------------|
| 16 – 29 | 5 | 20 | 0 | 0 | 1 | 2 | 2 |
| 30 – 50 | 7 | 34 | 3 | 11 | 1 | 7 | 4 |
| 50 – 70 | 14 | 43 | 2 | 13 | 0 | 8 | 2 |
| 70+ | 11 | 16 | 0 | 7 | 0 | 1 | 0 |
| Unspecified | 6 | 17 | 0 | 6 | 0 | 0 | 0 |

Question 4: **How long after your appointment time do you normally wait to be seen?**

| Age | I am normally seen on time | 5 – 15 minutes | 15-30 minutes | More than 30 minutes | Can't remember | No response |
|-------------|----------------------------|----------------|---------------|----------------------|----------------|-------------|
| 16 – 29 | 3 | 12 | 9 | 2 | 2 | 0 |
| 30 – 50 | 10 | 33 | 18 | 1 | 1 | 0 |
| 50-70 | 17 | 31 | 19 | 9 | 0 | 1 |
| 70+ | 5 | 12 | 10 | 6 | 0 | 0 |
| Unspecified | 5 | 8 | 7 | 7 | 1 | 0 |

- 1 16 – 29 responded 15 – 30 mins, more than 30 mins
- 1 16 – 29 responded on time, 5 – 15 mins
- 2 30 – 50 responded 5 – 15, 15 – 30 mins
- 1 30 – 50 responded 15 – 30, more than 30 mins
- 1 30 – 50 responded 5 – 15, 15 – 30, more than 30 mins
- 2 50 – 70 responded 5 – 15, 15 – 30 mins
- 1 50 – 70 responded 5 – 15, more than 30 mins
- 1 50 – 70 responded 5 – 15, 15 – 30. More than 30 mins
- 1 50 – 70 responded more than 30, can't remember
- 1 70+ responded 5 – 15. 15 – 30 mins
- 1 70+ responded 15 – 30, more than 30 mins
- 1 unspecified responded on time, 5 – 15, depends on volume of patients

Question 5: **If you were unable to be seen within 2 weekdays , why was that?**

- I. There weren't any appointments
- II. Times offered didn't suit
- III. Appointment was with a doctor I didn't want to see
- IV. A nurse was free but I wanted to see a doctor
- V. Another reason
- VI. Can't remember

| Age | i | ii | iii | iv | v | vi | i & ii | i & iii | i & iv | i, ii & iii | i, ii & iv | i, iii & iv | i, ii, iii & iv | ii & iii | ii, iii & iv |
|-------------|----|----|-----|----|---|----|--------|---------|--------|-------------|------------|-------------|-----------------|----------|--------------|
| 16-29 | 15 | 3 | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 |
| 30-50 | 30 | 7 | 6 | 0 | 1 | 4 | 4 | 2 | 0 | 4 | 0 | 0 | 0 | 3 | 0 |
| 50-70 | 45 | 6 | 8 | 0 | 1 | 6 | 3 | 4 | 0 | 3 | 1 | 0 | 0 | 0 | 1 |
| 70+ | 23 | 3 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Unspecified | 16 | 2 | 1 | 1 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

- 3 16 – 29 no response
- 6 30 – 50 no response
- 4 50 – 70 no response
- 5 70+ no response
- 3 unspecified no response plus 1 commented I have never have a problem with any appointments booking or times.

Question 6: **What is your preferred choice of appointment time ?**

- I. Early surgery – before 8.30am
- II. Normal surgery – 8.30am to 6.30pm
- III. Extended surgery – 6.30pm to 7.15pm
- IV. Weekends
- V. No preference

| Age | i | ii | iii | iv | v | i & ii | i & iii | i & iv | i, iii & iv | ii & iii | ii & iv | iii & iv | iii & v |
|-------------|----|----|-----|----|----|--------|---------|--------|-------------|----------|---------|----------|---------|
| 16-29 | 0 | 22 | 3 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 |
| 30-50 | 7 | 34 | 5 | 0 | 12 | 1 | 1 | 0 | 0 | 0 | 2 | 3 | 0 |
| 50-70 | 11 | 46 | 7 | 3 | 9 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 0 |
| 70+ | 2 | 31 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unspecified | 2 | 4 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |

30 – 50 2 no response

50 – 70 1 no response

70+ 1 no response

Unspecified – 19 no response

Question 7: **How often have you been seen in the existing extended hour surgery in the last 12 months?**

| Age | None | 1 – 5 times | 5 – 10 times | More than 10 times | No response |
|-------------|------|-------------|--------------|--------------------|-------------|
| 16-29 | 13 | 12 | 1 | 4 | 0 |
| 30-50 | 35 | 21 | 6 | 5 | 0 |
| 50-70 | 43 | 21 | 8 | 6 | 3 |
| 70+ | 18 | 12 | 1 | 1 | 3 |
| Unspecified | 3 | 6 | 0 | 0 | 20 |

Comments:

30 – 50 was not aware there was one

50 – 70 1 responded none + 1 – 5 times

Question 8: **Your Comments On The Good Aspects Of The Practice:**

16 – 29 Clean practice, accommodating, friendly.

Very good practice.

Good practice, professional and competent.

I'm glad me and my children are at this surgery, always suit my needs and very good at getting children seen. Brilliant doctors.

All staff are helpful and attempt to answer all queries.

Receptionists are very nice and considerate.

Friendly staff.

Professional staff.

Discreet staff.

Welcoming staff.

Caring, respectful, polite.

- 16 – 29** The receptionists are very polite and very helpful. Lovely to talk to.
Always receive phone & help accordingly.
Receptionists helpful, doctors are very concerned. Medicines delivery at home is good.
TV for waiting room.
- 30 – 50** keep up the good work.
Overall very good (2)
It is the best practice there is around here and I would not change it.
Perfect for me.
I have always received excellent service from staff and GPs at this practice.
Clean & tidy, pleasant staff comfortable waiting area.
Will always try to fit you in if an emergency.
Reception staff are always friendly and helpful.
I am very happy with all the aspects of the practice and the services I use.
Receptionists friendly, helpful and caring, very professional, doctors all very approachable.
Can be seen at the right time and I am pleased with the waiting times.
All friendly and good with my children.
I can usually see the doctor of my choice if I book in advance.
Good doctors.
The doctors are good and good at listening to problems. The receptionists are always courteous and kind and will try to give you an appointment to suit you.
Also the waiting room is a good size.
Some of the reception staff are friendly and polite, some of them aren't. I prefer to call/drop in in the afternoon. Overall comfortable and friendly practice.
Very friendly, always helpful especially if it is an appointment for my daughter.
The receptionists are very helpful and polite, I have always been offered an appointment when I have requested one straight away, if not with the GP of choice with another one.
The practice is clean and well presented & there is adequate waiting areas.
The reception staff are always helpful and the doctor (Dr Cox) is always thorough. She does not rush you & gives me confidence in her.
Most doctors are good and listen. Dr Rigby needs to improve his bedside manner.
Receptionists generally helpful.
Turn down the heating in reception area, it's far too hot.
- 50 – 70** The good aspects of this practice are that the staff and doctors are so very friendly and you are treated more like family than a patient.
I am very happy with the service I receive, with the reception and the doctors and I wouldn't want it any other way. I am so happy with the practice.
The surgery is clean and the doctors are friendly.
I am very happy with the service I receive with the practice and the doctors.
I always find the doctors and staff very helpful and friendly.
Helpful and friendly staff, clean, available.
Everyone always friendly and polite, always try their best to help.
Good relationship with staff. Considerate to our needs.
The staff and doctors are first class.
- 50 – 70** Always been good with me.
Always willing to help.
I have always been satisfied with the practice.
Receptionists always friendly and pleasant. Clean and tidy.
Very good.
Very helpful.
Very good when I need an appointment.
Nurse always helpful and pleasant.
Staff are always helpful.
Pleasant receptionists, always helpful. Excellent doctors.
Friendly, patient, locality.
Staff are friendly, service given by medical staff is excellent.
Reception very helpful when I need to see a doctor.
If really urgent can usually be seen by one of the doctors
I have never had a major problem seeing a doctor when necessary – happy the service.
Good communication with patients especially in urgent situations.
The receptionists are a fine balance re efficiency and kind heartedness. They are as far from the stereotypes as "dragons" as is east from west.
I have always been satisfied with the practise.

In relation to Q5 I asked for an appointment in this week but I booked it 2 days mentioned in the question, so I was satisfied with the service offered. Friendly staff – helpful and accommodating. I can see the doctor I request. Like the on line appointments & prescriptions service. Helpful and pleasant receptionists. Television helps whilst waiting.

70+ Excellent.
Civility and helpfulness.
Staff and doctors very helpful.
Very good (2).
Happy with things the way they are.
Am pleased with the service provided.
Convenience, all staff approachable and able to give full co-operation, prescription service very good.
I consider myself well looked after with my problems.
I have always found the ladies on reception very helpful when I ring or visit. The practice is the best one I have ever attended and I have lived in several different areas of this country including Northern Ireland, London & Manchester. The staff are always helpful & polite and go out of their way to meet my needs. I am very grateful to everyone in this surgery.
Reception staff are very polite & helpful at all times. My doctor (Dr Cox) is very thorough & patient. Does not rush the appointment & takes time to listen. Although sometimes there is quite a delay to be seen but I can put up with this all things considered. I am satisfied with the way the practice is run.

Unspecified – seen by a doctor when required, always very good examination, all boxes covered.

Question 9: Your Comments On The Aspects Of The Practice That Could Be Improved:

16 – 29 All things are good.
Can't think of any, I am happy with the surgery.
Waiting times can seem to be a bit long but only occasionally.
More extended surgery hours.
Extended/longer opening surgery hours, less waiting time (certain doctors).
Longer appointment times
Lack of appointments when needed, feeling rushed during appointments. Not enough services for mental health.
I sometimes feel I don't get enough help and advice from doctors, feel they are in a rush all the time. Can't take very long before feeling someone have to wait long in waiting room.
Having to wait 48 hours for prescriptions.

30 – 50 Too hot in waiting room (2)
Waiting times could improve.
Length of time you have to wait to see a doctor.
Get in to see a doctor on time.
Early surgery, shorter waiting times.
Would be nice to see a doctor sooner, usually have to wait about 2 weeks.
One of the doctors regularly runs way over time. I avoid seeing this doctor.
Quicker appointments would be nice for my wife and kids.
It is always impossible to get an appointment, I needed a joint appointment today (for my daughter and myself), I booked it and have had a 3 week wait for my appointment. Surely there is a better appointment system than the current one? It really isn't working.
It takes a long time to see a GP, I waited 2 weeks for this appointment. I had a depressing rash all over and it would have made a difference if the doctor had seen it.
Receptionists to come to the window for discreet & private instead of having to shout across the whole reception area where every other person in that area can hear your private business.
A machine to tell patients how long doctor's appointments are behind may be a good idea. In other GP surgeries I have been too they have these machines on.
I would prefer repeat prescriptions to be ordered over the phone, to be picked up from the surgery at a later date. I tried to make an appointment for the nurse but there was a 3 week waiting list.
I would like to be able to order repeat prescriptions over the phone to be picked up at a convenient time. I don't always have time to come to the surgery twice. I would prefer to just see one doctor but feel that I need to take an available appointment to avoid waiting too long.

50 – 70 Doctor on time (3)
Open on Saturday.
Make appointment times longer to reduce waiting times.
Weekend appointments would be great advantage.
Cut down on waiting time.
Waiting too long to get an appointment to see a doctor.
It would be better if you could get an appointment in the same week you ask for it.
Appointment times kept – needs to improve substantially – not acceptable. Last time I saw a doctor I waited over an hour.

50 – 70 Access to reception are form the waiting room would be good.
I would like it if it was a lot more private at the front of the reception because other people can listen to your conversation when you are talking to the reception.
A better way for the doctors to call you because you can't always hear the doctors call you when a lot of people are talking.
On line booking would be useful an being seen closer to appointment time.

70+ Perhaps another doctor.
Waiting time to be seen (2)
Sometimes a bit frustrating when you have to wait a long time to see your doctor.

Survey Cohort

| | Female | Male | Unspecified | Total |
|-------------|--------|------|-------------|-------|
| 16 - 29 | 16 | 6 | 8 | 30 |
| 30 - 50 | 35 | 13 | 19 | 67 |
| 50 – 70 | 32 | 18 | 32 | 82 |
| 70+ | 15 | 7 | 13 | 35 |
| Unspecified | 0 | 0 | 29 | 29 |

Survey total responses 243

Overall the comments relating to the good aspects of the Practice outweigh those relating to aspects that could be improved. As with the 2012 Patient Survey the comments reflect the high regard with which staff are viewed. This is across all age ranges of the survey and common themes of professionalism, caring, helpfulness, courtesy, positive rapport and friendliness are constantly referred to.

With reference to Question 9: aspects that could be improved comments largely relate to the themes of appointments, availability, waiting times and surgery hours. For a minority of patients a lack of privacy at the reception area is still an issue. The majority of patients in the survey cohort book their appointments in person or by phone. However the use of on-line is growing and 13.5% of the survey participants indicate this is one of their preferred options.

➤ **Action Plan Following Survey**

The survey was carried out in December 2013 within the practice and then there was a meeting with the doctors on the 24th February 2014 and they discussed the results of the survey. The staff also had a meeting to discuss the results on the 27th February 2014. The views from all staff were then brought to the patient group meeting on the 28th February 2014 – see minutes of meeting Appendix - 3

APPENDIX - 3



CROSS STREET SURGERY PATIENT GROUP

Minutes of meeting held Friday 28th February 2014 at 1.00 pm

Present: Kerry D'Silva, Stephen Marsh, Margaret Storrie, Caroline Redfern, Karen Ashbery, Christine McQuillan, Carol Lilley

Apologies: Dawn Mason

- Unfortunately Dawn Mason was unable to attend and the whole group send their condolences to Dawn and her family following the recent death of her mother and hope to see her again whenever she feels ready to attend the meetings again.
- Dr Marwick has now left the practice as she wants to spend more time with her children. Kerry confirmed the practice has employed locums for the next few months and that they are advertising for a new salaried GP to replace Dr Marwick.

➤ **Patient Survey**

This was carried out in December 2013 and everyone thanked Margaret Storrie for interpreting the results and creating a report. This report was distributed to all patient group members for their perusal prior to this meeting. It was also distributed to the doctors and staff at the practice and separate meetings have been carried out and from these meetings and the patient group meeting today an action plan will be formed. This action plan will then be put on display for all patients at the practice in the waiting room, along with the survey results. It will also be put on the practice website and NHS Choices website.

Summary of discussions:

In general it was felt that it was a good survey and as this was the third survey carried out we could compare to previous years. The good points were more than the bad points. It was felt it was a good interpretation of the views of all patients within the practice.

There were still the criticisms about lack of appointments and waiting times but after looking at trends across the country from other surveys this was a national problem but a large percentage of the patients at this practice are happy with the care they receive.

It was interesting to see the comments from the different age groups and from this the different demands from the age groups. One of the problems that was found was that a lot of patients completed the front page but did not turn over and complete the second page which gave the age and gender of the patients. We dropped the ethnicity as it was felt that this confused patients, but everyone felt that next year the survey should be on one page only and perhaps more specific questions rather than general good/bad comments. It was suggested that we should look at the guidelines from CQC to make sure the practice is still up to date on quality of care for its patients.

From the data it was clear that the new online services were increasing and it was felt that this should be advertised more.

The heating problems which were apparent at the time of the survey have now been rectified as the new landlords have now had improvements made to the boiler and thermostat controls put on all radiators.

Waiting times to see the doctor – one patient said that it would help with waiting times if the doctors started on time. This was agreed but they do appreciate that especially in an afternoon the doctors have a lot to do with administrative work, visits, phone consultations, meetings etc., they do their best to start afternoon surgery on time despite the increasing workload.

Kerry said that she was to arrange customer service training and anger management training for the staff.

- **Copy of Action Plan attached.**

➤ **Data Opt Out Forms**

Following the notification from the government about the use of data from the practice for use with research organisations we discussed that the practice has an opt out form for patients not wishing for this to be done.

- **Copy of leaflet is attached and also copy of information about the scheme is attached.**

- **Date of next meeting** – Friday 4th April 2014 at 1pm – “Discussion on New Urgent Care Centre instead of Walk In Centre”



DRS COX PINTO & RIGBY
PATIENT SURVEY 2013/14 – ACTION PLAN

| ACTION POINTS | PLAN | DUE DATE | COMPLETED |
|---|---|-----------------|------------------|
| Improve layout of survey next year to one page And questions in line with CQC guidelines | Specific questions from CQC | December 2014 | |
| Increase awareness of extended hours and Online services | Posters in waiting room Website & NHS Choices updated | June 2014 | |
| Customer Service and Anger Management Training For all staff | Organise through training budget | September 2014 | |
| Heating in waiting room | Approach new landlords | February 2014 | March 2014 |
| Improve appointment availability | Extended hours early morning aswell as late night. | May 2014 | |
| | Doctors to consider increasing Clinical sessions for more appts | June 2014 | |
| Privacy at reception window | Staff to get out of seat to speak To patients if they have a query | March 2014 | |
| Waiting times | Monitor to tell patients how long They might have to wait | June 2014 | |



➤ **Practice Responsibilities and Actions for 2014/15**

The practice has a responsibility to work through the actions from the survey so these are completed through the year and will report back at every patient group meeting the progress of these actions.

One of the action points was to improve the awareness to patients that the practice does extended hours, even though all these appointments are used every week, and also that the practice now uses online booking facilities and online prescription requests.

- The practice leaflet was, therefore, revised.
- A constant supply of the practice leaflet is available on the main reception.
- The practice website updated.
- NHS Choices updated and it now reflects that we have online facilities.
- New posters were put up throughout the surgery and in the entrance to the Health Centre.
- Each new patient registering at the practice is given a practice leaflet.
- An up to date list of the doctors available at the practice and their working hours, including extended hours was placed in the patient waiting area. These are also reflected on the practice website and NHS choices site so all patients know which days the doctors work.