**Patient Participation Group**

**Patient Survey Results and Action Plan 2018**

We would like to update you regarding the work your Patient Participation Group has been doing and, in particular, the actions which have been taken place to improve our service.

Firstly, we reviewed feedback from the following sources:-

* Patient Survey
* Complaints
* Friends and Feedback Test
* Website Feedback
* Ad hoc feedback from PPG members

The Spring 2018 patient survey results have now been reviewed and compared with the same survey which was undertaken in the Winter of 2016. Thank you to the 84 patients who took part.

At first glance, it is pleasing to note that we have either improved or held steady compared with the previous survey.

Our lowest scores remain "getting appointments" and "getting through on the phone" although both scores are around 3.5 and the latter has improved from 3.63 to 3.72, possibly as a result of the new phone system we installed as a result of feedback in our lats survey and which has facilitated overflows and diverts, together with an increased focus on this area with the team.

Another action from our last survey concerned our reception team and we subsequently embarked on a programme of customer service training so it is also pleasing note the improvement in this area.

Most pleasing is the "would recommend practice" which has risen from 3.48 to 4.15 and mirrors the friends and family test results we compile in the practice each month.

We have also examined the latest results contained within the national GP Survey <https://gp-patient.co.uk/PatientExperiences?practicecode=F83039> and it is clear that, whilst the 2018 results are not yet available, the latest results do tend to back up our own findings with:-

- 73% finding it easy to get through on the phone

- 83% finding the receptionists helpful

- 87% able to get an appointment the last time they tried

- 73% saying their GP is good at listening to them

- 94% had confidence and trust in their GP

- 98% had confidence and trust in the nurse

- 74% describe their overall experience of the surgery as good

Still we are not resting on our laurels and it is worth noting that, in some of these areas we seem to be a few percentage points below our CCG average.

We have agreed the following action plan:-

1) increase availability of booked appointments by restructuring morning and evening clinics and removing some slots previously embargoed for admin, INR etc

2) increase admin time by 8 hours per week to improve operational responsiveness, particularly around prescriptions

3) reception to manage the walk in service more closely to ensure it is more timely and responsive for patients using it whilst at the same time bearing down on misuse of this service

We will look with interest and anticipation at the 2018 survey results when they are published.