



Wilson Street & Taddington Road Surgeries

PATIENT SURVEY 2023

ACTION PLAN

Introduction:

We are grateful to patients for taking the time to complete the nationally centralised Patient Survey in July 2023 and Friends & Family Feedback throughout the year. The results of the Patient Survey have been published on the gp-patient.co.uk website and the collective results will be included on our own practice website to inform patients.

The GP Partners, Healthcare Practitioners & Staff have prepared an Action Plan to help improve the service patients receive.

From the results we have need to focus on '**Telephone Access**' again and **Appointment Access** and our aim is to work hard to improve these areas. It is disappointing to note that telephones still play a part in what can be improved (despite heavy investment in a new telephony system) but when patients get an appointment, there experience is a good one.

Please feel free to continue to provide us with your feedback on how we are doing at any time. You can do this by contacting us through our website, our email address wilsonstreetsurgery@nhs.net or by letting Reception have your comments.

Our biggest area of concern and focus this year will be on telephone contact as we continue to recognise that this trend remains an area for improvement.

27% of patients find it easy to get through on the phone.

Priority For Action	Actions Taken	Relevant Comments
Telephone Access	New telephony system integrated into our clinical system was installed in August 2021.	<ul style="list-style-type: none"> • 6 Receptionists answering calls at both sites first thing (the busiest times) each morning • Receptionist signpost patients to provide access to alternative services as necessary. • Call queueing is monitored and adjusted as necessary. • An audit process is in place where we can listen back to calls to receptionists to support coaching and appraisals. • We have installed a "call back" facility on the telephones to avoid patients being sat in a queue for too long. • There is an appointment cancellation service attached to the telephone system.
Appointment Access		<ul style="list-style-type: none"> • We have appointments available with the Pharmacists who work across the Primary Care Network. These are in hours and weekdays. • We have appointments for Chronic disease management, foot checks, smears, as well as GP consultations available at the Derby City North HUB. These appointments are available evenings and weekends. • We have further increased the number of

		<p>healthcare clinicians in the practice. We now have GP Partners, salaried GPs, GP Registrars, Advanced Clinical Practitioners, a Physician Associate, Pharmacists & Pharmacy Technicians, a Care Coordinator, nurse prescribers and a nursing team.</p> <ul style="list-style-type: none">• We have amended our appointment templates to increase the number of face-to-face appointments and reduce the number of telephone appointments. This has been done as a result of direct patient feedback.• Our branch Surgery in Chaddesden is open every weekday morning.• We have changed our protocols so that some simple things such as medication reviews and requests for medical certificates can be done by sending a message to the GP digitally rather than needing an appointment, which is freeing the appointments up for people who really need them. We call this Signposting.• We have communicated with patients via Facebook to ask them directly for ideas as to how we can enhance their patient experience.• At the 6month stage (Nov/Dec 23) we will use a Survey Monkey to collect further data from patients around access to see if improvement made have been fruitful. We will be more specific in comparisons with age breakdown and adjustment of questions to ascertain the difficulties.
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