

PATIENT SURVEY DECEMBER 2013

2014 ACTION PLAN – REVIEWED Jan/Feb 2015

AREA	ACTIONS	STATUS DECEMBER 2014
<p>IMPROVING PATIENT COMMUNICATIONS</p>	<ul style="list-style-type: none"> • Further extend use of SMS text communication with those patients who have consented to SMS texts. • Ensure non urgent contact the surgery texts say ‘This is a request for you to contact the East Parade Surgery on 01423 566574. This is for a routine matter so please do not worry’. • Extend publicity for electronic Patient Feedback via NHS Choices and SystmOne On-Line. • Review the practice web-site with patient involvement. • Publish 2 Newsletters a year, in April and October. 	<ul style="list-style-type: none"> • COMPLETED – now used for some recalls, responding to some patient enquiries and a broader range of reminders • COMPLETED • COMPLETED – now on website and in new patient leaflets • CARRIED FORWARD to Jan 2015 • CARRIED FORWARD to Jan 2015
<p>IMPROVING CONFIDENTIALITY AND DATA SECURITY</p>	<ul style="list-style-type: none"> • Review the information on the patient call screen, relating to confidentiality at the desk. • Identify appropriate Confidentiality Signage for reception. • Write and widely publicise a leaflet explaining the 3 types of Medical Record Sharing, with a Q&A Section. • Write and widely publicise a leaflet explaining 	<ul style="list-style-type: none"> • COMPLETED • COMPLETED – information on patient call screen • COMPLETED – available on the website and in printed form. Not widely circulated as Care.Data on hold nationally until 2015

	Electronic Prescriptions, with a Q&A Section.	<ul style="list-style-type: none"> • COMPLETED AT TIME OF ROLL OUT
IMPROVING PATIENT EXPERIENCE	<ul style="list-style-type: none"> • Review the waiting room seating plan. 	<ul style="list-style-type: none"> • COMPLETED
OUR LOCAL HEALTH COMMUNITY	<ul style="list-style-type: none"> • Add links for the HaRD Clinical Commissioning Group and their Patient Involvement Information to our practice website. 	<ul style="list-style-type: none"> • COMPLETED
<u>Ongoing from 2012</u>		
Patient Education with regards to appointments.	<ul style="list-style-type: none"> • Explain more fully: <ul style="list-style-type: none"> ○ Triage: What it is and why it is efficient ○ Telephone access to GPs ○ Routine appointments vs accessing GPs before the next routine ○ On-Line Nurse Appointments. 	<ul style="list-style-type: none"> • COMPLETED/ONGOING: Now an established procedure but explained to patients as required verbally and in updated leaflets. • COMPLETED
	<ul style="list-style-type: none"> • Extend the noting of reasons for appointments to GP appointments. 	<ul style="list-style-type: none"> • CARRIED FORWARD TO SPRING 2015