

## Action Plan - Patient Reference Group

### Bedlingtonshire Medical Group 2014/15

Survey Areas for Action	Update/Proposed changes	Who needs to be involved?	How will we measure change and timeframe
<p><b><u>Booking appointments Ahead</u></b> This was highlighted as an area where we were lower than the national benchmark. We scored 64.4 whereas the national benchmark is 70.9</p>	Further work will need to be undertaken to ensure that an adequate number of appointments are available for booking ahead.	GP Partners and Management Team	Change will be measured by surveys. This will be completed by March 2016
<p><b><u>Telephone Access</u></b> Telephone access has been ongoing and we planned to monitor satisfaction from survey results. Although our latest survey demonstrated we are above the national benchmark we would still like to improve on these results.</p>	Our survey results from this year have shown a higher patient satisfaction rate with the Practice's telephone access. However we would like to improve on the results so we will be installing a new telephone system as planned this year.	GP Partners and Management Team	Change will be measured by surveys. This will be completed by March 2016.

### Update on Action Plan 2013/14

Survey Areas for Action	Update/Proposed changes	Update
<p><b><u>Access to a Doctor - Results from 2013/14</u></b> 26.3% of patients felt that our appointment wait times were poor or fair. 74% thought the wait time was good/ very good or excellent.</p>	Our survey results from 2013/2014 did show a higher patient satisfaction rate with the Practice's appointment system compared to 2011/12 and 2012/13. There were however a number of comments on the survey relating to the waiting time of appointments. Patients stated they have experienced wait times of 2-3 weeks for an appointment which is clearly not acceptable. We planned to address this by increasing the number available appointments and making more available to book within 3 working days to allow patients to book appointments within a reasonable timescale.	Our survey results from 2014/15 have shown high satisfaction rates with being able to book an appointment with a doctor quickly. Patients were asked how quickly they were seen and they were asked to rate this. For those wanting to see a particular doctor 70% were seen within 4 days (national results 61.9) and for those that were willing to see any doctor the rating was 81.3% (national results 75.0%). We are pleased with these results and we will try hard to continue to provide this level of service.
<p><b><u>Repeat Prescriptions – Results from 2013/14</u></b> 87% of patients stated the repeat prescription service was good, very good or excellent.</p>	Although no areas of concern were identified from the survey results, we had planned to make some improvements to the service. These were synchronising of prescriptions, 24 hour telephone ordering service and named Reception staff so that Patients know who to speak to about Prescription	The Practice did look into 24 hour telephone ordering service however the cost was too high. As all patients have the option of ordering prescriptions online and the service is free it was decided that we would continue to promote online services. Synchronising of prescriptions is ongoing and we now

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	problems.	have a dedicated receptionist to deal with all of the day to day prescription orders and problems.
<a href="#">Test Results – Results from 2013/14</a> Of those patients that had experience of obtaining test results the level of satisfaction was high.	Although no issues were identified from the survey from 2013/14 one third of those surveyed had no experience of obtaining test results. We planned to undertake a targeted survey in 2014/15 to assess satisfaction levels.	Due to time constraints we were unable to undertake targeted surveys in 2014/15 – this will be considered if time in 2016/16.