

Action Plan

Date Agreed 27th March 2012

The profile of group for Foxley Square Surgery is as follows.

Age	Gender	Ethnicity i.e.Black/British; Black/African etc	Is the patient currently registered at your practice? Y/N (Please select from the drop down box)
52	F	Black Carribean	Yes
49	F	Black British	Yes
57	F	White British	Yes
58	M	White British	Yes
49	F	Carribean	Yes
56	F	Black African	Yes
77	F	White British	Yes
74	M	White British	Yes
53	F	Black African	Yes
52	F	Black African	Yes

In 2011 all practices were asked to set up Patient Reference Groups, the purpose for patients to be involved in decisions, around the range and quality of the services that Foxley Square Surgery provide or future commissioned. Patients were invited to join and text messages and verbal information was given to whole population.

Whole Practice population informed about time and venue of Patient meeting.

We met in November to discuss what the major concerns that were faced and decided that there wasn't one particular item, the survey proposed was designed to have a broad take on the quality of the Practice.

Following the results of the survey which were given out and discussed, it was then decided that the main focus should be on appointments as this issue effected the whole population.

The data from the survey shows that most patients are happy about the service that they receive at the practice with only area of concern that most patients are unaware of extended hours

Action Points

Issues	Actions to be taken	By When
Booking a telephone consultation. Patients have waited the whole day waiting for the doctor to call as they were not told if it was the morning or the afternoon.	Reception to inform patient when they are to receive call	Immediately
When booking telephone consultation patient not told which doctor they are going to be speaking to.	Reception to inform patient the doctor they will be speaking to.	Immediately
Waiting times when doctor calls in patient for face to face consultation.	Analysis need to be done by practice on when the doctor calls in patient and when they are actually seen.	3 months Ready for next meeting
Waiting time for booked appointments. Patients wait 45 minutes or longer	Analysis needs to be done by practice to see waiting times and reasons.	3months Ready for next meeting
Patients not told when there would be a wait and not kept informed of waiting times	Reception to inform patients as soon as they know there will be a delay so that patients know there will be a wait	Immediately

Further actions that will be implemented as result of Patient Reference Meeting are:

- Receptionist to be more approachable, if having a bad day they should not be left on the desk as this gives a bad impression for patients.
- Reception to ask if they would like to see a preferred doctor

Foxley Square Surgery Patient Reference Group

**FOXLEY
SQUARE
SURGERY**

Practice core opening hours

Monday to Friday 8.30am to 6.30pm

Extended hours

Monday 6.30pm to 7.30pm

Tuesday 6.30pm to 7.30pm

Saturday 10.00am to 12.00pm

Phone Lines

Access via the telephone is between 8.30am and 6.30pm after this the phones are directed to SELDOC our out of hours provider for patients that cannot wait till the surgery opens again