

## Patient Satisfaction with Hingham Surgery

### ACTION PLAN

The results from the Patient Satisfaction Survey undertaken by the PPG were presented and discussed at the practice meeting held on Wednesday, 7 October 2015.

The following action points were agreed:-

Area	Proposed Action	Timescale for Implementation	Completion Date
(1) Early morning blood tests available for prebooking	The practice was aware that there had only been a limited number of early appointments available for the HCAs. This has been due to a change of hours for a limited period to accommodate staff personal issues. We anticipate reverting to normal hours by the end of October.	1 November 2015	1 November 2015
(2) Ordering of repeat prescriptions by telephone with the ability to leave messages or send texts.	Patients are able to order prescriptions by telephone between 2 and 4pm if they have problems with the other methods for ordering. We currently do not have the resources to be able to provide a message service or receive text messages.	No Action	
(3) Appointments available on the day rather than booking in advance.	We currently offer both of these options. However it is not always possible to provide enough on the day appointments in busy periods. We regularly review the appointment system and will take these comments into account.	1 January 2016	Ongoing
(4) Ability book appointments a week of two in advance.	We currently offer appointments up to six weeks ahead for GPs and Practice Nurses; and eight weeks ahead for the HCAs.	No Action	

(5) Publicise results	The results of the Survey will be placed in the two waiting rooms at the Surgery with a feedback form for patients. They will also be added to the surgery website with a copy of this action plan.	October 2015	8 October 2015
(6) Continue to monitor patient feedback	The results of this Survey were excellent but the Surgery agreed that it was important to continue to monitor patient feedback.	Ongoing	Ongoing