

Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

Lynda Rowan Vice Chair
Peter McKenzie
John Pagett
Diane McLean
Joan Ramsay
Barbara Holder

Apologies:
Diane Mason
Shirley Dixon - secretary
Elizabeth Bevan

2. Practice staff (and designation) present:

Dr A Benjamin
Dr K Okunribido
Dr M Myal
Liz Bonner - Practice Lead Nurse
Gillian Toovey Practice Nurse
Louise Paul - Practice Manager
Rachel Johnson - Data Manager
Jayne Brookes - Practice Supervisor
Gayna Tapper - Practice Secretary
Lindsey Stevens - Practice Receptionist
Karen Goldsmith - Involvement Co-ordinator PCT

Apologies:
Dr M Chander

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

Overall satisfaction good, though some disappointment that we did not rate higher than benchmark. This was probably due to factors such as geographical location, deprivation, ethnicity mix, language difficulties, and population turnover not being taken into consideration. Free text comment helpful.

Main concerns related to telephone access, as well as ability to speak to GP on telephone.

Waiting times.

Discussion regarding streaming calls.

Wherever possible advertise facility to book/cancel appointments on-line this can be added on to all patients prescriptions.

Discussion regarding system set up to enable prescription facility on line - funding for extra staff not available at the moment.

Discussion raised why practice continues taking on new patients when staff are pushed to the limit and funding not available to recruit more reception staff.

Explained that Little London cannot close its list.

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
improve telephone access	Call streaming facility Staff increase to flex staff deployment to demand activity hotspots	PPG suggests more staff - funding not allowing us to do so. PPG to request service improvement grant	2013
Reduce DNA	Monitor to identify individuals and patterns	Text messaging	2013
Define, identify and engage frequent attenders	PPG members		2012/13

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name: **Dr Benjamin**


Practice address: Little London Caldmore Walsall WS1 3EP

Job title: **GP**

Practice name: **Little London**

PCT (or similar body name): **NHS Walsall**

Your signature:



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4. Which responses were most positive?

Reception Staff
Respect for privacy/dignity
Opening hours - Saturday access. Discussed now have Walsall Walk In Centre
Emergency appointments. Dr Benjamin discussed a GP's daily schedule
See practitioner of choice
Time for visit

5. Which responses were least positive?

Telephone access
Ability to speak to GP on telephone

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

Q2: Telephone Access
Q6: Ability to speak to practitioner on telephone
Q20: Self-Care - can pharmacists play a bigger part? To make patients aware of pharmacists and encourage to visit rather than initially visiting GP. Suggested that maybe introduce pharmacist into the group
Reasons: Available Human Resources

Increasing demand from a number of factors eg changing demographics, shift of workload from other health and social care sectors and services, inappropriate use by some patients due to lack of understanding of what GP services are meant to provide

Clinical skills

Lack of awareness or confidence of self-care options

7. What are the main priorities identified by the PRG?

Telephone access should be prioritised

Patient education on respectful use of public provision and resources

Team building

extra parking - discussed council problems

8. What are the main priorities identified by practice staff?

Reduce DNAs to improve patient access - team building

Patient Education

Text messaging reminder for appointments