

Blackhall & Peterlee

Patient Survey Action Plan 2014 - 2015 (in response to feedback received and FFT Survey)

	Patient Issue	Action	Milestones	Led by:	To achieve by:
ISSUES					
1	Issue: Being put on hold when contacting the surgery by telephone	To improve the patient experience when telephoning the surgery	Review telephone access and number of calls placed on hold / for how long. Look at the telecoms infrastructure and review if being used to its capacity i.e. Direct access & automated menu system. Look at the possibilities of changing staff rotas to enable more cover for answering calls.	AW Update – Phone system at capacity for handling calls, new system to be commissioned in 2016 due end of contract. Will review fully at that date	
2	Issue: Privacy for patients talking to receptionists at the reception desk	To improve the privacy of patients conversations at reception	Look at ways of improving the privacy at the reception desk Ensure that patients are aware of a private area for conversations when required. Remind staff that conversations at the desk can be overheard by patients and that care should be taken.	AW Update – signs up in reception for privacy room	
3	Issue: Soft Intelligence Recording	To agree forms to use for collecting soft intelligence from patients using all NHS services	Agree Forms Distribute in waiting rooms Collate data and review in practice & PRG meetings Submit concerns to SIRMs	AW	May 2015

4	Issue: Parking is limited and at busy times patients have to wait for spaces at Peterlee	To ensure that the practice maximises the use of existing parking spaces for patients	Review parking availability with a small study. Ensure that staff parking does not limit spaces for patients where possible Clarify the allocated parking spaced with the trust in order to determine if we can enforce trust staff to park elsewhere	AW Parking discussed with the trust, they are looking at a full review of parking and may introduce charges. Still to be free to patients.	
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