

**Wye Surgery
Patient Questionnaire 2013/14
Action Plan**

Problem Highlighted	Finding and action to be taken	Action to be reported by Date: 31/3/14
Patient awareness of ordering prescriptions on-line.	<p>Findings: Patient awareness has increased from 31% last year to 56 % this year. The PPG group felt it was to 'clunky to use'.</p> <p>Action: To continue advertising the clinics within the practice and on the Surgery website. Speak to web designers to see if it can be simplified.</p>	
Patient's awareness of the Wye Surgery website.	<p>Findings: Patient awareness has increased from 53% last year to 66 % this year.</p> <p>Action: To continue advertising the website within the practice.</p>	To be included on letterheads, compliments and invoices.
How satisfied were you with the Dr at listening to you today.	<p>Findings: The results show that 4% of patients who completed the questionnaire ticked the poorer end of the scale, the PPG wanted to know if this was one particular Doctor.</p>	On further analysis the results this is not for one particular Dr but is spread across four.
Patients awareness of the Wye Surgery Patient Participation Group.	<p>Findings: Patient awareness has increased hugely from 40% last year to 83 % this year.</p> <p>Action: To continue advertising the PPG within the practice, on the Surgery website. Group members to keep the profile up around the village and surrounding areas covered by the practice.</p>	PPG to continue with Parish Magazine articles and put notices in the local schools, and church notice boards again.

<p>Are you aware of the practices Minor Injury service</p>	<p>Findings: Only 35% of patients who complete the questionnaire knew about the Minor Injury services. Action: The PPG felt that the service should be advertised more widely. It is currently advertised in the practice and on the Surgery website.</p>	<p>Posters to be put up in local supermarkets, schools and pharmacies.</p>
<p>Would patients recommend Wye Surgery to their family and friends?</p>	<p>Findings: A slight increase on last year from 72% to 79%. Action: everyone to ensure that the surgery offers the best possible service we can.</p>	
<p>The use of a text messaging service to remind patients of appointments.</p>	<p>Findings: 62% of patients that completed the questionnaire felt that use of such a service would be helpful. Action: This will certainly be put into action once the practice has upgraded to EMIS web, this is however dependent on the date of the surgery getting a complete IT upgrade first.</p>	<p>This cannot happen on the current clinical system but will defiantly be used once we change to EMIS web.</p>
<p>Reduce the waiting time for a routine appointment,</p>	<p>Findings: Although not a question asked on this year's patient questionnaire, many patients made comment on their forms about the difficulty in obtaining routine appointments. Out of 37 patient comments six commented on the long wait for routine appointments. Action: The partners and management team will look at how we can improve the service currently offered.</p>	<p>This is continually being looked at by the partners and management team.</p>
<p>Why has nothing been done about the 0844 telephone number</p>	<p>Findings: out of 37 patient comments two commented on the 0844 number not working or being too</p>	<p>Lots of work continues to be done on this</p>

	<p>expensive. Actions:</p>	<p>subject and Jo Shepherd has another meeting on the 13th February.</p>
<p>Should patients be made more aware that they can, and some should, have medication reviews</p>	<p>Finding: One patient had made a comment about his medication review not being actioned until the Doctor returned from maternity leave, the Patient Participation group felt that patients should be made aware that they can have this. Actions :</p>	<p>All patient repeat prescriptions are checked and signed by a GP, this may be sufficient for some reviews, if not the patient can be called in. Patients may need to be reminded to check their own prescription forms for review dates.</p>