

**PATIENT SURVEY – 2016 17 ACTION PLAN - MARCH 2018 UPDATED**

<b>SURVEY RESULT 2016/17</b>	<b>OBSERVATIONS FROM 2016/17 FRIENDS AND FAMILY TEST</b>	<b>ACTION PLAN</b>	<b>ACTION PLAN UPDATE MARCH 2018</b>
<b>Improve patient feedback response rate from less well represented groups</b>	The male/female split amongst patients at The Avenue surgery is 50%/50% and responses from men remain unrepresentative. Responses from our younger age group also continues to be unrepresentative.	<ul style="list-style-type: none"> <li>Clinicians and staff encouraged to handout FFT questionnaires to male as well as younger patients.</li> </ul>	We continue to target our male patients as well as our younger cohort.
<b>Telephone access</b>	There were a number of negative comments about difficulty in getting through on the telephone.	<ul style="list-style-type: none"> <li>Conduct survey to obtain patient views on the effectiveness and efficiency of the new telephone system which was introduced in December 2016.</li> </ul>	Patient Survey completed in February 2018.
<b>SURVEY RESULT 2016/17</b>	<b>OBSERVATIONS FROM 2016/17 BABY IMMUNISATIONS CLINIC SURVEY</b>	<b>ACTION PLAN</b>	<b>ACTION PLAN UPDATE MARCH 2018</b>
<b>Repeat of Survey conducted in 2015/16</b>	One child's invitation from Child Health Imms was delayed.	<ul style="list-style-type: none"> <li>Feedback to Child Health Imms the need to ensure invitations are sent out to children in a timely fashion.</li> <li>Remind parents/guardians to contact The Avenue Surgery if they feel their child's imms are overdue</li> </ul>	<p>In conjunction with the Child Health Imms Team, invitations are now sent out from The Avenue Surgery which should ensure that they are sent out in a timely fashion.</p> <p>Website and patient TV screen updated to remind patients to speak to one of our Nurses if they feel their child's imms are overdue. Practice leaflet will be updated in next print run.</p>
<b>SURVEY RESULT 2016/17</b>	<b>OBSERVATIONS FROM 2016/17 CARERS SURVEY</b>	<b>ACTION PLAN</b>	<b>ACTION PLAN UPDATE MARCH 2018</b>
<b>Repeat of Survey conducted in 2015/16</b>	<p>Clearer signposting for available support for carers.</p> <p>Improve access for home visits for carers who find it difficult to attend the surgery with the person they care for.</p>	<ul style="list-style-type: none"> <li>Improve signposting for carers support in the waiting area, on the patient TV screen and the Practice website.</li> <li>Practice to consider how best to meet the needs of carers who face difficulties attending the surgery with the person they care for.</li> </ul>	<p>Carers support clearly promoted at Practice and 13 new carers have been identified in 2017/18 including one young carer.</p> <p>Posters put up in the waiting room and on the patient TV screen.</p>

SURVEY RESULT 2016/17	OBSERVATIONS FROM 2015/16 DETAILED CODED RECORDS ACCESS SURVEY	ACTION PLAN	ACTION PLAN UPDATE MARCH 2018
<p><b>Improve DCRA access</b></p>	<p>Fifty per cent of respondents felt that the Detailed Coded Records Access is not very user friendly in its initial approach</p>	<ul style="list-style-type: none"> <li>• Practice to feedback to Patient Online National Implementation Manager that pilot survey respondents found the initial approach to DCRA not very user friendly.</li> <li>• Practice to continue to monitor this expanded online records access to ensure that the current processes in place continue to safeguard patient confidentiality and promote effective use of records access.</li> <li>• Practice to open access to the DCRA to targeted patient groups ie diabetic patients and keep the Practice population updated about the stage of the DCRA roll out via the Practice website.</li> </ul>	<p>Fed back to Patient Online National Implementation Manager.</p> <p>Uptake of the DCRA has been slow but current processes appear to safeguard patient confidentiality and promote effective use of records access.</p> <p>All diabetic patients sent personal invitation to apply for DCR access. Stage of DCRA roll out updated on Practice website.</p>