

**PATIENT SURVEY – 2017 18 ACTION PLAN**

<b>SURVEY RESULT 2017/18</b>	<b>OBSERVATIONS FROM 2017/18 FRIENDS AND FAMILY TEST</b>	<b>ACTION PLAN</b>	<b>FOR ACTION BY</b>	<b>DATE FOR COMPLETION</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 to continue actively targeting our male and younger patients to complete FFT questionnaires.</li> </ul>	Clinicians & Staff	31/03/2019
<b>Difficulty in getting an appointment</b>	The small number of negative comments from patients mainly focussed on the difficulty in getting an appointment.	<ul style="list-style-type: none"> <li>Practice to take part in NHS England's General Practice Development Programme Quick Start with Appropriate Appointments module.</li> </ul>	Ros Clayton, Practice Manager	31/03/2019
		<ul style="list-style-type: none"> <li>Increase appropriate appointments when Lead Practice Nurse completes Advanced Nurse Practitioner training.</li> </ul>	Ros Clayton, Practice Manager	31/03/2019
<b>SURVEY RESULT 2017/18</b>	<b>OBSERVATIONS FROM 2017/18 NEW TELEPHONE SYSTEM SURVEY</b>	<b>ACTION PLAN</b>	<b>FOR ACTION BY</b>	<b>DATE FOR COMPLETION</b>
<b>New Telephone System</b>	Patients tend to call during the busiest periods of the day to book an appointment. None of the patients surveyed had booked their appointment online.	<ul style="list-style-type: none"> <li>Practice to take part in NHS England's General Practice Development Programme Quick Start with Appropriate Appointments module.</li> </ul>	Ros Clayton, Practice Manager	31/03/2019
		<ul style="list-style-type: none"> <li>Practice to continue to promote online services and contact Digital Brighton &amp; Hove for further on-site promotion.</li> </ul>	Ros Clayton, Practice Manager	31/03/2019