

Amwell Group Practice Action Plan 2013/2014

The practice produced a survey in December 2013 which was sent to all patients in our Patient Participation Group (PPG), Virtual Patient Group (PRG) and given out to all patients visiting the practice at reception.

In order to gauge what issues patients felt were important to them we sent an email to the PPG and PRG advising them we would be running a survey and asked them to let us know what they felt should be included in this. From the responses we received it was clear that the main issues were:

1. Accessing the surgery by telephone
2. Accessing their usual doctor for an appointment or via the telephone
3. Accessing any doctor for an appointment or via the telephone
4. Continuity
5. Information given by the doctor or nurse

The practice then raised a survey ensuring that these were the points covered. The following action points were then taken from the results we received.

Survey Result	Action	Responsibility	Completion Date
Many patients felt there could be some improvement in the response time from reception in answering their call.	The practice is to employ a new member of the reception team.	Partners/Practice Manager	January 2014 (completed)
Patient felt that the waiting time to see their usual GP was often too long. They also felt that they would prefer to see or speak to their usual doctor in order to have a good level of continuity.	From the feedback given in the survey it was clear that patients would be happy to speak to their doctor by telephone for many issues if they were unable to get an appointment. It was agreed telephone consultations would be put in place whereby patients could leave a message for their GP and be called back at a bookable date and time. These slots are	Partners/Practice Manager	July 2014 (In progress) A pilot scheme of this new system is now in place. During the six months from the date of the survey the practice will continually look at this service to see how it is running and make improvements to it where necessary.

	for when patients need to speak to a doctor regarding their results, follow-up from previous consultations, non-urgent medical advice, for medical certificate, routine medication requests or reviews, requests for forms relating to pregnancy and chronic health problems.		
The majority of patients felt happy with the level of information their doctor gave them about their problem although the majority were not aware that they could be given written information.	It is important that patients feel that they fully understand their problem and the practice is aware of the importance of verbal and written information	All doctors and nurses at the practice will proactively ensure that patients are given as much information about their problem as possible, either verbally, with the use of leaflets or signposting them to specialist websites.	January 2014 (On-going)
How to ensure patients are happy with actions we have taken following the survey.	In order that we can ensure that the changes we have made have made a difference to patients at the practice we will re-run the December 2013 survey in 6-months' time and review the responses then	Clinical Administrator	July 2014