

Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011). Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

Geoff Clubbe (Chair)
Thomas Jessop
Enid Jessop
Christine Little
Izabela Obiye

2. Practice staff (and designation) present:

Dr M C Bishop
Dr T H Shah
Janet Martyr (Practice Manager)
Wendy Greeves (Assistant Practice Manager)

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

Overall satisfaction levels good.
Reception Staff – scored very well.
Practice – Good scores. Telephone access excellent, though practice disappointed with score for ease to speak to practitioner.

4. Which responses were most positive?

General telephone access.
Seeing practitioner of choice.
Appointment satisfaction.
Seeing a practitioner within 48 hours.

5. Which responses were least positive?

Information given by the practitioner in relation to self care.
Speaking to a practitioner on the phone.

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

Reception staff, respect shown and information of services all in the highest 25% of all means.
Only one score in lowest 25% - information given in respect of self care.

7. What are the main priorities identified by the PRG?

To continue to provide the same standard of service over the next year as the previous one.

No areas of concern from their point of view.

8. What are the main priorities identified by practice staff?

To try and improve ease of speaking to a practitioner.

Could the PPG help us improve information given on 'self care'?

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
Ease of speaking to a practitioner.	To try and identify to patients the best time to phone.	All reception staff and clinical staff. Better liaison.	1 year.
Improving information given in relation to self care.	Produce information leaflets.	Members of PPG and practice.	1 year.

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name: Dr M C Bishop

Practice Address: Thorpe Road Surgery
64 Thorpe Road
Peterborough

Job Title: Senior Partner

Practice Name: Thorpe Road Surgery

PCT (or similar body): NHS Peterborough

Signature: