

**Action Plan – Richmond Surgery Services & Patient Care Survey**

<b>Areas of Feedback</b>	<b>Nature of Feedback</b>	<b>Action to Address Feedback</b>	<b>Proposed Timescale. Progress comments will be in red</b>
Parking	A very small number of concerns about parking	1. Disabled Parking Spaces – space markings very faint. Refresh the markings to ensure notice is taken  2. Erect signage “Disabled Parking Only”	1. Timescale may need to take in to consideration proposed building works.  2. Immediate, once signage sourced. <b>Signage erected in April 2013</b>
Building Access	A very small number of concerns about access to the surgery	Consider electric doors both externally and internally	As part of proposed expansion/refurbishment works, quotations will be obtained as to the feasibility of these.
Baby changing facility	Low score for baby changing facility	A new facility will be provided to replace the current facility	As part of the proposed expansion/refurbishment
Online appointments system	Continuing problems reflected in a score slightly on the low side	Currently working with the provider to improve the service.	Ongoing. Review again in next survey
Reception (Politeness & Knowledge)	Outstanding score for politeness and helpfulness.  Some concerns about knowledge of reception team	Give positive feedback to reception  To be addressed by continuing the training programme already in place.	Immediate  Ongoing both internally and externally.
Nursing team – People skills and knowledge	Scores show high level of satisfaction	Give positive feedback to nursing staff	Immediate
Nursing team – Confidence & Trust	59 out of 301 “yes to some extent” and 6 out of patients 301 “not at all”	A separate short Nursing Survey to be undertaken to explore the reasons for lack of confidence/trust.	Within next 3-6 months to avoid patient survey ‘overload’ <b>Interim Nursing Survey completed Sept 2013. The results of this survey are posted to the website.</b>

Richmond Surgery – Action Plan Created March 2013

Nursing team – Waiting Times	Overall result was good but some concern about waiting times.	The above nursing survey to incorporate question on waiting times. Continue patient education to keep to allotted appointment time; Newsletter articles, digital information screen, face to face discouragement & explanation.	Experienced Locum Nurse joined team in Jan 2103 to address the problem caused by long term sickness.  New nurse employed June 2013. Interim Nursing Survey completed Sept 13. The results of this survey are posted to the website.
GP team – Confidence & Trust	A small number of patients (23 out of 660 responders) advised “not at all”.	All GPs currently undergoing Revalidation Process. This incorporates individual GP surveys. These will be reviewed. If necessary, a separate short GP survey could be undertaken at a later date.	Review in 6 months if separate survey required. October 2013 – due to individual GP Appraisals and Revalidation, this was not considered necessary
GP team – Waiting Times	Overall acceptable levels, but 40 patients advised 15-30 minutes.	Continued patient education & awareness to keep to allotted appointment time, not to bring a list of ailments and awareness of GP emergencies at times; Newsletter articles, digital information screen, face to face discouragement/explanation.	Ongoing
Overall satisfaction and Recommend	Overall high scores - 86% very/fairly satisfied and would recommend Richmond Surgery	Future survey to allow those dissatisfied and not recommending to provide reasons/make comments	Next survey. Approx Dec 2013 – Jan 2014