

CLIFTON MEDICAL CENTRE PATIENT GROUP ACTION PLAN APRIL 2015 – MAR 2016

The group agreed the following priority areas 2015/2016

AREA	TIMESCALE	OUTCOME	ACTION
Intelligence monitoring banded the practice as '1'. This was revised by CQC however the nursing team and the group felt we should conduct an internal survey to see if anything specific was identified.	Mar/Apr	Conducted June 2015 due to changes in the nursing team	Very positive comments - agreed to repeat the survey Jun 2016
The group would like to increase its numbers.	Over the next 12 months	Display screen includes a permanent message advertising the group	
Review F and F T Recent NHS choices comment	Dec 14 – Dec 15 reviewed	<p>Only a very small % of patients comment on our services (121)</p> <p>Consistently high satisfaction rate</p> <p>Preferred GP has reduced in the number of comments</p> <p>Telephone access/ charges queuing system/engaged tone discussed</p> <p>Mix of routine and pre-bookable appointments</p> <p>Self- check screens – new one to be installed – existing one to be updated</p>	<p>Add to display screen in waiting room</p> <p>Continue to monitor the services we provide and comments made</p> <p>Local number installed, number displayed on website, in waiting rooms and on letterhead; no conclusion reached other than difficult to accommodate every patients desires</p> <p>When all routine appointments have been taken then patients are offered duty Doctor.</p> <p>Monitor to see if patients are happy with the improvements</p>

GP Patient survey dated Jan 2016		Of the 10 questions asked Clifton has a positive response in all 10 – all areas are green not amber or red.	
The group wanted to invite another patient group lead from another practice for ideas on how to take the group forward.	Over the next 12 months	GR to hopefully make contact at the Rotherham Network meeting 1 st March.	Update at May's meeting
New and updated touchscreens	Next 2 weeks	The group agreed with the citing of the touchscreen.	Review F and FT comments for any further feedback/update at May's meeting.
Review of P.I.L	May 2016 meeting	<p>Review website and leaflet regarding emergency dentist</p> <p>Include patients need to nominate their preferred chemist for prescription collections.</p> <p>Include a reference that patients can be called in via their patient number as opposed to name.</p> <p>Carers information/Older peoples forum – EH agreed to review the leaflet and website to see if it would be useful to include anything else.</p>	Update on all at May's meeting