**SQUIRES LANE MEDICAL PRACTICE**

Dr E Barthes-Wilson & Dr G Thawani

2 Squires Lane, N3 2AU

**Patient Survey Aug 2015 – Action Plan**

The new Practice Questionnaire, updated and agreed by our PPG members, was distributed to our patients during August 2015, and we have managed to collect 49 answers in total during this survey.

The overall outcome of this survey was very positive as we noted improvement in areas like:

* How well patients understand the information given by the doctor or nurse about their condition
* Was your prescription promptly and correctly issued
* Were you told when to contact us for your results
* Level of satisfaction with the amount of information and how this was given to you
* The information provided and helpfulness of the reception staff

On the other hand this survey showed us that we have to improve following areas:

|  |  |  |
| --- | --- | --- |
| **Areas to be improved** | **Action Plan** | **Date Completed** |
| Length of time you had to wait to make an appointment. | * To employ a new salaried doctor. * Promote the On Line Access to our patients as those appointments are most of the time available within few days. | Ongoing issue until we manage to employ a new salaried doctor.  Continue to promote On Line Access to our patients. |
| Seeing the doctor of your choice. | * Promote the On Line Access to our patients. Each doctor has online appointments available each week and these appointments are available within few days. | Continue to promote On Line Access to our patients. |
| Opportunity of speaking to a doctor or nurse on the telephone when necessary. | * Each doctor has telephone consultations available to all our patients. An average waiting time to book a telephone consultation is a week. This will improve once we manage employ salaried doctor. | Ongoing issue until we manage to employ a new salaried doctor. |
| Are you able to find the information you need on our practice website. | * Make sure that practice website is updated at least once a month. * Promote our website with our patients whenever possible. * Make sure that patients are informed at the point of registration. | An ongoing task. Our practice website is update on a regular basis as required but at least once a month. |