**NENE VALLEY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP SURVEY 2012/13**

**Action Plan 2012/13**

On behalf of the Patient Participation Group (PPG) and the Surgery we thank all those patients who took time to complete the Survey. We are pleased with the number of positive comments received about the Practice, and the recognition of improvements that have been made since the last Survey.

For example: 92% of people found the Receptionists helpful; 92% were satisfied with their Doctor; 92% found entry to the Premises very easy: (New electric doors installed – highlighted in last years survey as being a problem) and 87% were positive about the improvements to the Car Park.

We have carefully analysed the results and comments, and recognise that some concerns remain which we will try to address. Key points of these for an action plan are as follows:

**Telephone System**

Some improvements have been recognised by patients, but we realise that we must continue to work harder to achieve a quicker response to more calls. To this end the use of personnel within the reception team will be monitored, and the possibility of a new telephone system will be studied.

**Web Site**

We note that the new site has helped many patients, although we recognise that there were teething problems, most of which we believe have been overcome. With the help of members of the PPG, we will try to encourage patients to make greater use of this to book appointments. Currently on average 38% of patients use the internet. Our aim is to achieve 45%. We hope to provide all new patients with details of the on-line service.

**Waiting Times**

We plan to keep patients informed if they are kept waiting over 15 minutes for an appointment.

The Patient Participation Group thanks the Medical and Administration Staff for their continued hard work and support of patients. Both the PPG and the Partners express their thanks to all patients for their co-operation. We believe that by working together we can continue to improve the service for all patients. If you would like to be involved with the PPG, please leave your details at the Surgery Reception and we will contact you.

5.3.2013