

## DR HENDY & DR RIZWAN

### PATIENT PARTICIPATION SURVEY REPORT – MARCH 2013

A practice survey was carried out by the surgery.

#### Patient participation forum

The group currently consists of 5 members who met recently to discuss our 2013 survey.

The group consists of 3 ladies and 2 gentlemen whose ages ranging from early 30's to mid 70's. The members of our forum are able to represent those with young children, the elderly, carer and ethnic minority groups. In addition they come from a range of postal addresses within our practice area.

#### 2013 Practice Survey – Review

The group met on Tuesday 19<sup>th</sup> March 2013 to discuss and evaluate the results of our practice survey. The survey had been independently analysed. Elaine Leatham, Practice Manager chaired the meeting and the results of all questions were discussed.

From the discussions an action plan was formulated – identifying priority areas.

#### What is the Practice's Action Plan following the Patient Survey?

The three main points that were agreed to form the Action Plan were:

1. To further promote Practice Website.
2. To facilitate booking of appointments on Practice Website.
3. To raise awareness of the availability of pre-bookable appointments.
4. To continue with raising patient awareness of self-help.

### Action Required

**To further promote Practice Website** - further advertise the website to patients through flyers, notices and word of mouth.

**To facilitate booking of appointments on Practice Website** – review our practice website provider in order to facilitate booking of appointments.

**To raise awareness of the availability of pre-bookable appointments** – further advertise availability of patients to book appointments in advance following increased surgeries and prebookable appointments.

**To continue with raising patient awareness of self help** – to encourage patients to manage minor ailments through patient education and signposting to appropriate resources.

Financial constraints for last year 2012 have limited practice improvements previously identified.