

Soho Health Centre

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Dr. S.K. Bhalla MBChB

Mrs B Chaggar / Mr. GS Hothi - Practice manager

PATIENT SURVEY ACTION PLAN

The results for 2012-2013 patient survey were received in November 2012. A meeting was held to discuss the survey with the patient group.

The survey was discussed in whole, by going through each page of the survey and the comments made were noted. At each part of the Patient Survey the information shown was explained to all, to ensure the information was correctly evaluated by all present.

In conclusion it was agreed that Dr Bhalla’s practice will address the following points on the survey. Q3, Q7, & Q8, in order of priority as listed.

An action plan has been discussed and changed/amended and agreed to be put into action.

Following 3 questions were as follows.

Question Q3, Q7, & Q8.	
Q3 How satisfied are you with the hours that your GP surgery is open?	
	Survey Responses
Q3A Very satisfied	49
Q3B Fairly satisfied	70
Q3C Neither satisfied nor dissatisfied.....	19
Q3D Fairly dissatisfied	1
Q3E Very dissatisfied	1
Q7 How Helpful do you find the receptionists at your GP surgery?	
Q7A Very good	59
Q7B Good	61
Q7C Neither good nor poor.....	21
Q7D Poor.....	6
Q7E Very poor	0
Q7F Doesn't apply	0
Q8 Would you recommend your GP surgery to someone who has just moved to your local area?	
Q8A Yes, would definitely recommend	67
Q8B Yes, would probably recommend	45
Q8C Not sure	22
Q8D No, would probably not recommend	7
Q8E No, would definitely not recommend	1
Q8F Don't know	7

ACTION PLAN.

Q3 How satisfied are you with the hours that your GP surgery is open?

ACTION PLAN

The PPG is proposing to hold an open day, to give out information to all patients that attend on the day and they will also share information

PPG= Patient group participation

Q7 How Helpful do you find the receptionists at your GP surgery?

ACTION PLAN.

Staff meeting to discuss how we can improve our services to the patients. Previous problems to be discussed at the meetings and resolutions and suggestions put forward and agreed. Ongoing at each meeting

Q8 Would you recommend your GP surgery to someone who has just moved to your local area?

ACTION PLAN

To put up to date notices, and improve information for patients.

Staff meetings will be used, to improve staff dealing with the patients.

Address any patient concerns promptly.