

Soho Health Centre

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Dr. S.K. Bhalla MBChB

Mrs B Kaur / Mr. GS Hothi - Practice manager

PATIENT SURVEY ACTION PLAN

The results for 2013-2014 patient survey were received in December 2013. 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. Q5, Q6, & Q7, 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 Q5, Q6, & Q7.	
Q5 Generally how easy is it to get through to somebody on the telephone at your surgery?	
	Survey Responses
Q5A Very easy.....	37
Q5B Fairly easy.....	45
Q5C Not very easy.....	49
Q5D Not at all easy	18
Q5E Don't know/ didn't make contact	0
Q6 Do you know how to contact an out-of hours GP service when the surgery is closed?	
Q7A Very good	66
Q7B Good	60
Q7C Neither good nor poor.....	20
Q7D Poor.....	3
Q7E Very poor	1
Q7F Doesn't apply	0
Q7 How Helpful do you find the receptionists at your GP surgery?	
Q6A Yes	104
Q6B No.....	46

ACTION PLAN.

Q5 Generally how easy is it to get through to somebody on the telephone at your surgery?

ACTION PLAN

Propose to monitor, how soon we answer the telephone call, after it starts to ring? Monitor for each day 1 line (Surgery has 3 lines, then analyse to see if any improvements can be implemented!!)

Q6 Do you know how to contact an out-of hours GP service when the surgery is closed?

ACTION PLAN.

Put up clear notices in the surgery notice board, and ask patients when they are at the reception, and inform them as necessary. This to be discussed in the staff meeting, all reception staff to be informed

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

ACTION PLAN

To put up to date notices, and improve information for patients.
Assess any patient concerns that have been passed to the manager, Use Staff meetings to discuss any learning points and consider, further training for staff if required.