

Patient Experience Questionnaire Review

Practice	Palfrey Health Centre Milton House 151 Wednesbury Road Walsall WS1 4JQ
Practice Patient Experience lead	Mr Obaid Siddiq & Dr S Siddiq

Date of Review	4.12.19
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Type of Questionnaire completed	Version – GPAQ V2 Type – Consultation Number of questionnaires returned to practice: 115 (2.1 WTE GPs/ 6 Session ANPs) Practice list size: 4693
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1. Survey Results

Persons present for review

Name	Position
Mr Obaid Siddiq	Practice Business Manager
Dr Sohaib Siddiq	Principal GP
Dr Amina Ahmed	GP Partner
NB: Patient Participation Group presented report on 13.1.20	

Specific actions to be taken as priorities following 2019 survey

Action	Responsibility of:	To be completed by (date)	Date completed
<p>Patient Education</p> <p>Further development of health educational material and practice information – Review of material in alternative languages and format of delivery i.e. audio visual recordings for patient waiting room.</p>	Obaid Siddiq & PPG members	Patient Information screens & content implemented in Sept 19. Content to be periodically reviewed and updated.	Ongoing
<p>Improving Access to practice services</p> <p>Reduction of DNA Rate</p> <ul style="list-style-type: none"> - Implementation of robust policies - raise patient awareness - Implementation of mobile text reminder system - Reception staff - appointment 'call reminder' <p>Monitor New Telephone system</p> <ul style="list-style-type: none"> - Utilise telephone audit data to determine demand upon system through any one day. <p>Implementation of relevant new technologies</p> <ul style="list-style-type: none"> - Online appointment booking & Prescription service - E -Consult Service (TBC) <p>Promotion of Pharmacy First scheme & Extended Access Hub usage</p> <p>Designated Clinics ('fast track') for identified patient groups & Extended Opening Hours. Increase appt capacity and reduce A/E attendance. For example: Mental Health Assessment clinics, Learning Disability assessment and Frailty service for identified patients. 'Minor ailments clinics' for children during Winter period.</p>	<p>Obaid Siddiq & GP Partners</p> <p>Obaid Siddiq/ GP Partner/ Reception team/Telephony providers</p> <p>Obaid Siddiq</p> <p>Obaid Siddiq/ Reception Team</p> <p>Obaid Siddiq/ GP Partners</p>	<p>Review after 12 months (Audit data for target reduction in DNA by up to 5-10% on monthly basis for GP/nurse appt's compared to previous year)</p> <p>3rd Party Telephony support company providing audit and technical support</p> <p>Online system is being implemented (Uptake >1055 users 518 active users). Review capacity of online appointments. EPS consents: 2166 (46.2%) Review after 12 months</p> <p>(Pharmacy First scheme uptake currently 2113 users)</p> <p>On-going & dependent upon funding sources</p>	<p>On-going monitoring</p> <p>On-going monitoring</p> <p>On-going monitoring</p> <p>On-going monitoring</p> <p>On-going monitoring</p>

<p>Multi Skilled Team - Building capacity</p> <p>Identifying appropriate training needs via staff appraisal for clinical and non-clinical staff. Develop skills mix.</p>	<p>Obaid Siddiq/ GP Partners/ Training providers</p>	<p>Review after 12 months (Protected learning time/ Practice meetings/Individual staff targets)</p>	<p>On-going monitoring</p>
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How have you communicated the findings of the survey to patients: (please give details)

The findings of the survey will be communicated to patients by;

- 1) Information posters displayed in waiting rooms – By February 2020
- 2) Presentation of findings to Practice Patient Group – January 2020