

# Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011). Please retain this form for future reference and to present to your PCT if required.

## PART 1: 2011/2012

### A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

PAM EVERTON, ANGELA WAUSTAFF, JOYCE HILL  
JOAN SMITH, FRANCIS MANJRA,  
ANN HUNTER, MARGARET DUNN, EVELYN  
RENTON, JOAN BALWIN.

2. Practice staff (and designation) present:

JOSIE CAMPLIN - PRACTICE MANAGER  
SUE SANDOELL - ASSISTANT PRACTICE  
MANAGER.

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

IN GENERAL PATIENTS ARE VERY  
SATISFIED WITH THE PRACTICE  
SURVEY SHOWED 83% OVERALL  
SATISFACTION

4. Which responses were most positive?

- BEING ABLE TO SEE A DOCTOR OF  
- PATIENT'S CHOICE
- BEING ABLE TO SEE A DOCTOR  
WITHIN 48 HOURS.

5. Which responses were least positive?

- TELEPHONE ACCESS

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

- We were 10 points above national benchmark for 48 hr access. We believe this is because we offer a wide range of appointments daily.
- We were 12 points below national benchmark for telephone access. We believe this is because we have very high volume of calls, especially on Monday Mornings.

7. What are the main priorities identified by the PRG?

- To look at ways to educate the patients with regards to using the telephone system.

8. What are the main priorities identified by practice staff?

- AS ABOVE (No 7) and to produce stats and a leaflet on how to use our phone system more efficiently to help reduce waiting times.

**B. Action plan: 2011/2012**

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
Telephone System	- Produce a leaflet for patient on how to use the system more efficiently	Practice Manager - Telephone Comp. - PPA	3 Months.

Does your PCT (or similar body) need to be contacted? **NO**

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

**Your details**

Name: **JOSIE CAMPLIN** Practice address: **HANDSWORTH AVE  
HATHAMS PARK  
LONDON E4 9PD.**

Job title: **PRACTICE MANAGER**

Practice name: **HANDSWORTH MEDICAL PRACTICE** PCT (or similar body name): **WALTHAM FOREST.**

Your signature: *[Signature]*