

Heywood Family Practice

Mori Patient Survey (2018) – Action Plan

No.	Description	Survey position	Comments/Actions	Completed
2	Receptionist helpful	95% positive score – better than local and national average. Last year 96% Target 97%	No change from previous position. All actions previously proposed carried out. Action: <ul style="list-style-type: none"> Frontline customer service training attended by some this year try to get the rest on training in the coming year. Also discuss with all Reception team members as part of the appraisal process. Set up GDPR training from specialist during 2018/19 	Yes
1	Easy to get through on the phone	95% positive score – Much better than local CCG average 69% and national average 70% Last year not logged	New phone system installed Oct 17 really helped along with excellent performance from reception team. New system has allowed monitoring of busy times and when calls are unanswered.	Yes
4	Speak to preferred GP	Previous position – 67% Previous target – 68% Position this time – 59% New Target – 60%	Gone backwards on excellent showing last year. note previous to this was 56% Action: <ul style="list-style-type: none"> GPs all doing 5 sessions now except one so makes it unrealistic for us to do much better in this area, 	Yes
3	Are satisfied with appointment times available	82% positive – better than local 65% and national averages 66%. Target – 85% Previous none	We are now offering more times than ever including 6 hrs on a Sat. Excellent result. Action: <ul style="list-style-type: none"> Improved access to be offered as a cluster from 1/10/2018 	Yes

9	Wait LESS than 15 mins	<p>Previous position – 75% Previous target – 80% Position this time – 74% better than local CCG 67% and National 69% New Target – 75%</p>	<p>1% lower than previous position. All actions previously proposed carried out. Action:</p> <ul style="list-style-type: none"> Continue to monitor going forward – to improve satisfaction scores 	Yes
8	Describe their experience of making an appointment as good	<p>New question – 84% Position this time – 84% better than local CCG 68% and national average 69% New Target – 85%</p>	<p>Great result here compared to averages elsewhere Action:</p> <ul style="list-style-type: none"> Continue the polite caring service we provide. 	Yes
11	GP good at listening	<p>Previous position – 93% Previous target – 94% Position this time – 96% Target – 97%</p>	<p>After a disappointing drop of 6% in 2016. We see a great 9% increase in 2017 and a further increase in 2018. Really pleased with this Action:</p> <ul style="list-style-type: none"> Keep up the good work 	Yes
13	GP involving patients in decisions	<p>Previous position – 88% Previous target – 89% Position this time – 94% Target – 95%</p>	<p>Increase (6%) on previous result. Action:</p> <ul style="list-style-type: none"> Discussions around this frequently with GPs is paying off. 	Yes
12	GP treated with care and concern	<p>Previous position – 92% Previous target – 93% Position this time – 93% Local CCG 89% national average 87% Target – 93%</p>	<p>Increase (1%) on previous result Action:</p> <ul style="list-style-type: none"> Continue good work 	Yes

14	Confidence and Trust in healthcare professional they dealt with at last appt	<p>Previous position – none Previous target – none Position this time – 96%local average 96% national average 96% Target – 96%</p>	<p>Excellent result Action:</p> <ul style="list-style-type: none"> Keep up the good work. The nurses & HCAs working well together. 	Yes
16	Respondents felt their needs were met during their last general practice appointment.	<p>Previous position – none Previous target - none Position this time – 90% local average 95% national average 95%</p>	<p>Poorest result Action: Looking at the data 70% yes, 20% Yes to some extent and 10% No not at all. This equates to 8 patients out of the Total 81 respondents to this question.</p> <p>Having discussed this we do try to meet the needs of everyone. We do have a number of patients that come in with long lists and may feel everything is not addressed. We decided to write an educational notice about this which we have in the waiting room and on our website. This was discussed and agreed with the PPG.</p>	Yes
17	Say they had enough support in the last 12months helping to manage their long-term condition	<p>Previous position – none Previous target – none Position this time – 91% Local average 81% national average 79% Target – 92%</p>	<p>Fantastic result Action:</p> <ul style="list-style-type: none"> Continue to meet as a team to discuss patients needs and ensure that they are met as far as possible. 	Yes
18	Overall Good experience	<p>Previous position – 92% Previous target – 95% Position this time – 90% Local CCG average 85% national average 84% Target – 92%</p>	<p>Slight decrease from 2016 position (1%). Action:</p> <ul style="list-style-type: none"> Continue to provide a safe, effective and high quality of care to all patients at all times. 	Yes

The practices scores this year are higher in 14 indicators or equal to in 3 indicators and lower in 1 to the local GP CCG averages out of 18 indicators. The practice scores compared to the national GP averages are higher in 16 indicators or equal to in 1 indicator and lower in 1 out of 18 indicators. We can be very

pleased with this set of results as a practice. Although pleased with this we will strive to improve at all times.