



**St Lawrence Surgery
In partnership with the patient groups**

The following action plan for 2016/2017 has been agreed by the patient participation group in line with this year's patient survey.

Issue raised	Action	Lead	By when
Organise more educational events	To plan a 2016 diary of events for patients to attend based on suggestions from survey.	Jo Wadey	June 16
Extend patient literature	Many patients are accessing the self-care leaflets (64% said they had seen our leaflets and 61% of those said it helped them manage their condition better. Keep going with additional self-care leaflets to be added as self-care sub group write them.	Debbie Elcome/Chris Moon-Willems	Ongoing
Getting through on the phone	This has increased by 3% to 75% of patients are able to get through on the telephone. The surgery has now purchased a new telephone system and wall board which gives lots of information to patients and staff about wait times etc. The surgery hopes this will continue to improve in the survey next year.	Jo Wadey	Ongoing monitoring
Able to book an urgent appointment or get telephone advice.	We are pleased to see this satisfaction has increased from 64% - 76%. We will continue to try and improve but very happy with the improvement this year.	Jo Wadey	Ongoing monitoring at practice planning days and PPG meetings
Continuity of care for patients to see their GP	This has improved by nearly 10% this year to 43%, but we have far to go. We have recruited three more GPS to start from August/September	Jo Wadey	Dec 16

	<p>this year. We continue to try to signpost patients to the most appropriate health care professional when they ring to utilities our telephone triage, nurse and paramedic service to its full potential.</p>		
Receptionist satisfaction	<p>This remains high at 89% of patients happy about the receptionists help. We have now also changed our system to support receptionists to always try to have an answer to patient's queries rather than asking them to call back at 8.00 a.m with a new morning and afternoon protocol.</p> <p>All receptionists have to undertake mandatory customer care training as well.</p>	Jo Wadey	Ongoing
How likely to recommend us to a family member or friend.	This remains very high at 93%.		
Other	<p>We have agreed with our patient group that we will focus on our patients with dementia and become a dementia friendly practice.</p> <p>Plans are underway.</p>	Chris Moon Willems, Debbie Elcome	Dec 16

This action plan has been shared and agreed with the partners and staff of the surgery and the patient participation group and will be monitored at future patient participation group meetings and staff planning days.