

### Rooley Lane Medical Centre Local Patient Group Survey Action Plan

Survey	Survey Details	Results (Summarised)	Lead	Actions and Progress
1	<p>This survey aimed to act as a local survey to identify the groups priorities for the year and to give them the opportunity to comment freely. These responses were then used to collate eleven key themes. 2/3 of our group were invited to fill it out online and 1/3 had elected to receive it by post.</p>	<p>Eleven key themes were identified from this survey. They were be shown to the group in the second survey for them to identify which they would like to be taken forward and actioned upon.</p> <p>These were (in no particular order):</p> <ol style="list-style-type: none"> <li>1. Change in décor of the waiting room.</li> <li>2. Change in structure of reception area – such as a more wheelchair friendly window</li> <li>3. Background music in reception to add an element of privacy to conversations at the desk.</li> <li>4. Internal information signs.</li> <li>5. Call board/information screen.</li> <li>6. Children’s play area.</li> <li>7. More disabled parking.</li> <li>8. Text message appointment reminder service.</li> <li>9. Information on the individual clinical areas of interest of each Doctor.</li> </ol>	Dr. Manby	<p>The results ere collated and also an extensive document was prepared in response to the open ended questions in the survey. The aim of this latter document was show our group that each of their individual comments were important to us and would be considered thoughtfully. This can be read on the website.</p>

		<p>10. A series of “How to” guides about services such as how to order a prescription.</p> <p>11. Online appointment booking.</p>		
2	<p>This survey listed the eleven key themes from the first survey and asked group members to rank them in order of preference</p>	<p>Patients were asked to rank their top five. From the previous eleven and we agree to try to implement these as able.</p> <p>As fifth place was tied we agreed to carry forward 6 themes to implement. These were (in rank order):</p> <ol style="list-style-type: none"> <li>1. Call board/information screen.</li> <li>2. Information on the individual clinical areas of interest of each Doctor.</li> <li>3. (Joint 3<sup>rd</sup>) Background music in reception to add an element</li> </ol>	<p>Practice Manager</p> <p>Dr. Manby</p> <p>Practice Manager</p>	<p>The call board was installed in early March and we are looking to install a further information screen later in the year.</p> <p>Dr. Manby is collating this information and hope to have this on display at the surgery and on the website by May.</p> <p>We are looking to get a broadcasting licence and then to</p>

		<p>of privacy to conversations at the desk. Change in décor of the waiting room.</p> <p>5. (Joint 5<sup>th</sup>) A series of “How to” guides about services such as how to order a prescription. Change in structure of reception area – such as a more wheelchair friendly window</p>	Dr. Antrobus and Practice Manager	<p>buy a new music system. We hope to have this in place by June.</p> <p>The redecoration was done in January and new carpet was put down in part of reception.</p> <p>Dr. Antrobus (who is retired) writes our practice newsletter and has volunteered to write the “How to” guides which will be starting to come out in the newsletter. As these develop they will be available as leaflets from the leaflet board.</p> <p>Restructuring is a major job and so we plan to review how we might go about this later in the year. We will publicise this via the website and practice notice boards once we have a plan of action.</p>
3.	<p>This survey looked at how satisfied patients were with the whole process for this year.</p> <p>The questions were:</p>	<p>Patients were asked the following questions:</p>	Dr. Manby	

	<p>1. On a scale of 1-5 how satisfied have you been with the overall process this year? (1 Very satisfied- 5 Very dissatisfied)</p> <p>2. On a scale of 1-5 how satisfied have you been with the number of surveys you have been asked to fill out this year? (1 just right – 5 far too many)?</p> <p>3. On a scale of 1-5, how do you feel your views have been represented? (1 very well represented – 5 no represented at all)</p> <p>4. On a scale of 1-5, how satisfied have you been with the implementation of the survey results? (1 very satisfied – 5 very dissatisfied).</p>	<p>66% of people were satisfied with the process with 22% neutral and 12% dissatisfied.</p> <p>67% of people felt the right number of surveys were performed with 16% neutral and 17% who felt no enough were done.</p> <p>61% of people felt their views were represented, 30 % neutral and 9% felt they were not represented.</p> <p>73% of people felt the results had been implemented satisfactorily, 18% neutral and 9% dissatisfied.</p>	<p>Questions 1-5: We will try to work hard over the next year, as the group develops, to try to improve on these satisfaction scores. We have not had a patient group of this kind before so are learning al the time as to how to improve the process.</p> <p>All members should be reminded that they can always contact the surgery about the group via the website. Please click on the “join the patient group” link which will take you to the patient group page where you can select the contact us tab.</p> <p>Postal members are always welcome to write their comments down and send them in by post.</p>
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