

Friends Road Medical Practice

Practice Based Patient Survey ~ Action Plan 2019/20

ACTIONS	TIMESCALE	OTHERS INVOLVED	SUCCESS MEASURES	COMMENTS
<p>Analyse Practice Based Patient Survey and compare percentages/results with survey carried out in previous year.</p>	<p>Immediately following the completion of a minimum of 1% of the practice population. No later than the end of November 2019.</p>	<p>KN/MM</p>	<p>Summary of completed survey available for discussion at the next PPG meeting. Consider emailing out prior to the meeting.</p> <p>Results of the full survey are to be published on the practice website in graphical form with a written explanation for ease of reference.</p>	<p>Identify areas for improvement and discuss/agree with the PPG.</p>
<p>Analysis of the Practice Based Patient Survey and general feedback received showed that significant improvements to our website were needed. Action required:</p> <p>Design and develop new website that meets the needs of our patients and one that evolves to meet the changing digital IT requirements.</p>	<p>By end of November 2019</p>	<p>KN/MM</p>	<p>New website developed and implemented/</p>	<p>Cost is an issue as our preferred option is a company called FootFall which is expensive. We will however look to see if we can secure a discount for a longer contract and if so if we can fund this using some of our Social Prescribing/GPFV funds.</p>

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<p>Discuss whether to repeat the Practice Based Patient Survey during 2020-21 or only use the National Patient Survey and/or Friends and Family Test (FFT) as a replacement with the Group?</p>	<p>April – June 2020 (no later than September 2020)</p>	<p>All Team Members</p>	<p>A minimum of 1% of the practice population have participated in the Practice Based Patient Survey and/or have completed the Friends and Family Test (FFT) Note: Survey results = 1.5% (114)</p>	<p>Compare percentages and results of the surveys over the past two/three years so that we can ensure that there are continued and ongoing improvements. We could consider only using the Friends and Family Test Survey; however the uptake of this has been come less and less over time, which is probably because patients are reluctant to continually be asked to complete the same forms etc. All results to be discussed with the PPG.</p>
<p>Invite suggestions for improvements to our services.</p>	<p>Ongoing</p>	<p>KN/MM & All Team Members</p>	<p>Suggestions/comments received from service users via a range of mediums. Any actions/improvements required are implemented promptly and effectively.</p>	<p>Invite suggestions/comments via the PPG, the suggestion/comments box, e-mail, letter, patient survey and face to face. We would also aim to incorporate a link into our new website.</p>