

BRIDGE MEDICAL CENTRE

Patient Satisfaction Survey

Action Plan

June – August 2018

Thank you to all those patients who responded to our Practice Patient Satisfaction Survey this year. We ran the survey from the beginning of June through until the end of August 2018 and had 229 patients participate.

We were helped this year by The Friends of Bridge Medical Practice (PPG) who gave their own time to attend the Practice to encourage our patients to complete the surveys. A big thank you goes to those who helped.

The key points which came across in this year's survey were:-

- Patients are generally very happy with the clinical staff (GP's and Nurses)
- We need more doctors/clinicians
- More appointment availability is required
- More on-line appointments available
- Ability to book ahead for an appointment rather than on the same day
- Telephone queuing system such that you know where you are in the queue
- A more specific time frame for a call-back from the doctor
- Modernisation of the waiting room

As our own survey was closing, we received the results of the National GP Patient Survey 2018 which was a snap shot of the period January to March 2018 in which 121 patients responded. The results of the national survey matched those from our own survey and so we have determined our action plan for this year by studying both sets of results.

Action Plan for 2018

Appointments Project – launched February 2018

A varied team of Practice staff came together to assess and audit our appointment system and research alternative options. Other local practices were visited where best practice was shared. This culminated in a presentation to the Partners of the Practice identifying two possible options which are now being discussed to determine the best solution for the Practice and patients alike. Each option offers more face to face appointments, the ability to book ahead and much more on-line appointments. Once agreement is reached on the way forwards, we will be communicating with you further on the next steps.

New Telephone System

In last year's Action Plan we informed you of our decision to change our current telephone system with a more up-to-date one which would offer call queuing. This has been researched and is being installed at the end of September 2018. It is hoped that this, together with the resulting changes from the Appointments Project will result in a smoother liaison with the Practice.

Recruitment of Paramedic Practitioner

In order to reduce the workload on our GP's whilst trying to create more appointments, we are in the process of recruiting a Paramedic Practitioner for the Practice. Interviews are booked for the middle of September. We envisage this post fulfilling the need for a Minor Ailments clinic and also completing many of the home visits.

Update the Waiting Area

We agree that our waiting area requires updating however the Practice has had considerable expense this year in replacing the roof above the waiting room, installing new water heaters which service the clinical areas and installing new electrical equipment. We also have another roof to replace above the foyer as you come into the Practice. Once this phase of works is complete, and when funds allow, we will turn our attention to the waiting area with a view to creating a brighter, more modern and comfortable environment. A little nearer the time, we will get in touch to ask for your ideas and contributions.

This plan will be discussed with our PPG at our next meeting in September 2018.

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September 2018