****

**Patient Satisfaction Survey - Action Plan**

**December 2022**

Thank you to all those patients who responded to our Practice Patient Satisfaction Survey this year. We ran the survey throughout June 2022 and had 728 patients participate.

We used our website again this year which no doubt contributed to the number of additional responses due to its ease of use.

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

* Patients are generally happy with our reception team and the quality of care they receive from our GPs and other Health Care Professionals acknowledging that they have sufficient time, feel listened to and are treated with dignity and friendliness.
* Patients continue to enjoy having their prescription ready within 48 hours and we have seen more patients sign up to our Electronic Prescription Service over the last year.
* Increasingly more patients are enjoying the use of the NHS App in particular and continue to use eConsult and the Livi app.
* Patients continue to enjoy our texting service providing good quality information, appointment reminders and test result information.
* Patients continue to have difficulty getting through on the telephone.
* Patients would like more access to appointments and particularly in advance.

We have also received the results of the National GP Patient Survey 2022 which was a snap shot of the period January to March 2022 in which 104 patients responded. The results of the national survey were similar to 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 2022/23**

Patients continue to have difficulty getting through on the telephone.

In October this year we introduced Surgery Connect, a new telephone system, which is gradually being adopted by practices in Sussex. Surgery Connect provides us with so much more information than we have ever had. For example, we can see how many calls we are receiving, how long patients are having to wait, how many patients are in the queue at any one time, how long the telephone conversations are etc. In addition, it enables patients to be called back by the system when they get to the front of the queue instead of waiting on the line. Our initial telephone message has been greatly reduced enabling patients to make their choice much quicker when they get to the front of the queue. We will be using the data that the new system is providing us, along with other data that we are collecting daily, to more readily enable us to meet demand.

Patients would like more access to appointments

We have a new Paramedic Practitioner in Practice now who has settled in well and is very popular with our patients. We are recruiting for a further Advanced Clinical Practitioner which will enable further appointments for our patients. We have never stopped seeing patients face to face and gradually the number of those appointments post the pandemic is increasing.

We have also introduced a Health Kiosk in Practice, located in our waiting room, which enables patients to complete key health checks when invited to do so by a clinician. This is also proving popular since there is no appointment necessary and patients can use it at their convenience.

As a Primary Care Network (PCN), Crawley Care Collaborative, we are constantly reviewing our hub arrangements. Additional appointments are now available on Saturdays at Leacroft Medical Practice with a GP, Advanced Clinical Practitioner, Practice Nurse and Health Care Assistant. Patients will recognise some of the Bridge Medical Centre clinicians.

Our PCN roles in Practice now include 1 Clinical Pharmacist, 1 Physiotherapist, 2 Dieticians, 2 Care Co-ordinators, 2 Social Prescribers, 1 Children & Young Persons Counsellor and 1 Mental Health Support Practitioner. These posts will reduce a lot of the demand on our GPs freeing up appointment time and give our patients a more focussed solution. In 2023/24, we will be recruiting even more posts into the PCN for the benefit of our patients.

This plan will be discussed with our PPG at our next meeting in December 2022.

/jm

December 2022