

## You said, we listened

Name of GP Practice Hanscombe House Surgery

Issues identified from the patient survey 2019

	Highlights of good practice	Areas identified for improvement
1	<p><b>Friendly, welcoming, competent and helpful</b></p> <p>91% were very satisfied with their practice experience            89% Had a great deal of trust in the GP and/or health professionals at Hanscombe</p>	<p><b>Occasional negative attitude</b></p>
2	<p><b>Appointment System</b></p> <p>56% were able to get a same-day appointment when they needed to see or speak to a GP or nurse.</p>	<p><b>Appointment System</b></p> <p>Waiting for an appointment            Not always able to see a GP of choice</p>
3	<p><b>On-Line Services</b></p> <p>Use of S1 on line            Improved and interactive Website</p>	<p><b>On-line Services</b></p> <p>Increase usage</p>

### Discussion at Patient Participation Group

Talk through the themes identified as part of the patient survey with your patient group, and develop an agreed response or action plan as a result of this.

Date of Patient Participation group meeting 26<sup>th</sup> November 2019 & 13<sup>th</sup> December 2019

Themes identified for response/action plan from patient group discussion:

1. Should patients have any concerns relating to the behaviour or attitude of any of our personnel, please do let us know so your concerns can be addressed.

We do strive to give our patients an efficient and excellent service at Hanscombe House Surgery. Patient feedback is really important to us and we would like to encourage patients to share any feedback, including positive feedback, via our online services, on our website or by completing a Friends and Family form available from our waiting room.
2. Information relating to our appointment system is made available via our website.

We will continue to work with our Patient Participation Group (PPG) to review and promote the different types of appointment offered, e.g. with our Nurse Practitioner, information that a Pharmacist can help with, the promotion of the Extended Access service. Working with our PPG, a Patient Newsletter focussing on appointments will be produced to keep our patients updated.
3. Availability of Online Services (we have Footfall stats to review usage)

Area for improvement: Increase usage (we are going to share stats with PPG and also in future reception team meetings). Also promoting use of ipad with PPG members will come in to assist.

### Response/Actions undertaken:

Please complete the table below – where an issue has been identified that might be unachievable or unrealistic, please state a response as to why this is so, and any supporting actions that might explain this to your patient population.

	Issue identified	Response/Action undertaken
1	Car Parking – no provision for patients	With the exception of a designated disabled bay, the Practice is unable to provide parking for patient use, there is simply no space and unfortunately it is not possible to expand the site. There are pay and display car parks nearby for patient use. The nearest pay and display car park is located in St Andrew Street approx. 500 yards from Hanscombe House Surgery - turn left past the entrance to Wallace House Surgery. The nearest bus stop is located outside St Andrews Church (almost opposite the driveway to the entrance of the Surgery). A bus timetable can be accessed via <a href="https://bustimes.org/localities/E0046986">https://bustimes.org/localities/E0046986</a>
2	Reception Area	The Practice is unable to re-site the reception desk however for reasons relating to confidentiality we have recently displayed a Privacy Notice in reception advising patients to ask our receptionist if they would like to speak to them in private. Assistance can then be called upon from a receptionist working on our first floor.
3	DNA's – Do Not Arrive's for appointments	Our aim is to reduce the number of missed appointments. We encourage patients to use our 24/7 cancellation line and to let us know in advance if they are unable to attend their appointment.