

Actions to be taken in response to the 2016 Patient Survey:

The NWCCG Patient Survey was conducted in February 2016 over a two week period. The results and free text comments were reviewed at the March meeting of Bramcote PPG and the points below were asked to be raised with the GP Partners by the Practice Manager.

This was done and the responses/actions taken are detailed below.

COMMENT TAKEN FROM PATIENT SURVEY	COMMENTS FROM PATIENT GROUP	PRACTICE RESPONSE / ACTION TO BE TAKEN
“have a button to press which opens the doors”	Front door access – needs automating	Completed September 2016
“encourage hand cleaning on entry with hand gel. toys are probably covered in germs”	Hand gel is available in entrance lobby and in waiting room in wall mounted dispensers. Notice required to encourage hand gel usage on entry to surgery. Toys in the waiting room are cleaned regularly.	Completed June 2016
“another GP” “another female GP” “need another female GP, its takes ages to been seen as there is only 1 female at the practice”	Publicise female locums via newsletter and notice in waiting room	Completed June 2016. Ongoing publicity required through bi-annual newsletter. Dr Liz Augustine is working 3 sessions per week from June 2016
“more seats”	Review variety of seating available in waiting area (height, arm rests etc)	The waiting room furniture is currently in a good state of repair and provides a mixture of chairs with and without arm rests. When new furniture is required we will add an additional range of seating at different heights.
“order repeat prescriptions by text and email”	Online ordering of medication has been available for a number of years via the Practice’s clinical system. Therefore, publicise service via notices in waiting room.	New notices required to reflect change in computer system at the Practice.

<p>“bigger practice”</p>	<p>Publicise merger with Hickings Lane Medical Centre more widely</p>	<p>This will be done when conversations with NWCCG and NHS England progress and the Partners confirm that they are willing to merge the two Practices. There will be a public consultation period and the Practice will write to each household to inform them of the plans to merge the Practices yet operate from both current sites.</p>
<p>“more information on support outside the practice”</p>	<p>More notice boards required in the waiting room</p>	<p>We have put up an additional 2 boards and introduced specialised boards. For example, “Carers” and “How we use your information”</p>

Review dates:

April 2016 ER

July 2016 ER

October 2016 ER