**PATIENT SURVEY 2019**

*Action Plan following results*

1. According to the survey 17% of patients have missed an appointment.
2. Of those who missed an appointment, the primary reason was ‘Forgot I had one’. We can help to remind patients of appointments. According to some research I have done, 94% of adults and 86% of 12 to 18 year olds own a mobile phone. **Therefore promotion surrounding the text message service would prove beneficial. This system sends patients appointment reminders by text message.**

*This will be done by:*

* *Giving every patient an online services form (which includes the facility to sign up to the text messaging service) when they collect a Prescription.*
* *Giving every patient an online services form (which includes the facility to sign up to the text messaging service) when they make an appointment at Reception (we give out appointment cards to remind them of their appointment already, so this would be in addition and would provide an additional facility to remind them of their appointment).*
1. and 4. Patients have stated that they primarily cancel appointments using the telephone and those who didn’t cancel their appointment, say that this is primarily because the phones were too busy. Additionally, the second most common reason for missing appointments was ‘Unexpected emergency’. Also, only 4% of patients currently cancel their appointment by text message (the simplest way to cancel an appointment), even though 23% of patients are signed up to receive appointment reminders via text message. **Therefore promotion surrounding the facility for patients to cancel their appointment using our automated telephone system or the aforementioned text message service (this also allows them to cancel their appointment by text, simply by replying to their appointment reminder message, with the word ‘cancel’) seems sensible.**

*This will be done by:*

* *Reminding patients that they can cancel their appointment using the automated system (and don’t need to speak to a Receptionist) every time they cancel an appointment verbally and particularly when they call and speak to a Receptionist to cancel their appointment.*
* *Giving every patient an online services form (which includes the facility to sign up to the text messaging service) when they collect a Prescription.*

*The recommendations to give out online services forms can also be supplemented through the support of the PPG, who already give out these forms on an ad-hoc basis, potentially through dedicated time to come (potentially one day from one member each month) and give these forms out.*

5. and 6. There has been a marked decrease in patients that feel the Reception staff are friendly and helpful (and conversely, an increase in those who feel that they are not). Additionally, there has been a decrease in the number of patients who are highly likely, likely and slightly above average, to recommend the surgery to family and friends. **This is disappointing and addressing the reasons behind these decreases (and increases) will be important.**

*This will be done by:*

* *Gaining an understanding of why both categories have decreased in the eyes of patients by ensuring that this an item on the 2020 patient survey.*
* *Discussing with Reception staff to understand any areas where they feel they are struggling (lack of understanding may be contributing to poor service) and to gain their opinion on why they feel the categories have decreased.*
* *Reception Manager to continue to lead by example and also to address any incidents of poor service promptly.*