

## Friends Road Medical Practice

### Practice Based Patient Survey ~ Action Plan 2015/16

ACTIONS	TIMESCALE	OTHERS INVOLVED	SUCCESS MEASURES	COMMENTS
<p>Analyse Practice Based Patient Survey and compare percentages/results with survey carried out in 2015/16.</p>	<p>Immediately following the completion of a minimum of 1% of the practice population. No later than the end of September 2015.</p>	<p>KN/MM</p>	<p>Summary of completed survey available for discussion at the next PPG meeting.</p> <p>Results of the full survey are to be published on the practice website in graphical form with a written explanation for ease of reference.</p>	<p>Identify areas for improvement and discuss/agree with the PPG.</p>
<p>Analysis of the Practice Based Patient Survey showed that further advertising of the following services is required:</p> <ul style="list-style-type: none"> <li>❖ Requesting routine repeat prescriptions and booking appointments on line is available</li> </ul>	<p>By end of September 2015 and then review</p>	<p>KN/MM</p>	<p>Increased awareness that the ordering of prescriptions and booking appointments on line is already available.</p>	<p>Repeat advertising process that took place last year and update the practice website to reflect this. Add a link to EMIS Access for ease of use.</p>

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Discuss whether to repeat the Practice Based Patient Survey during 2016-17 and/or use the Friends and Family Test (FFT) as a replacement with the Group?	April – June 2016 (no later than September 2016)	All Team Members	A minimum of 1% of the practice population have participated in the Practice Based Patient Survey and/or have completed the Friends and Family Test (FFT) <i>Note: Survey results = 1.52% (116)</i>	Compare percentages and results of the surveys over the past two years so that we can ensure that there are continued and ongoing improvements. Friends and Family Test Survey might be more appropriate as patients are reluctant to continually be asked to complete forms etc. All results to be discussed with the PPG.
Invite suggestions for improvements to our services.	Ongoing	KN/MM & All Team Members	Suggestions/comments received from service users via a range of mediums. Any actions/improvements required are implemented promptly and effectively.	Invite suggestions/comments via the PPG, the suggestion/comments box, e-mail, fax, letter, patient survey and face to face.