



Dr Price & Partners Patient Experience Survey Action Plan 2006 – 2009

Action	Methodology	Timescales / responsibility	Update
Evaluate areas of reception services to determine how perception of performance of reception team can be improved at all 3 sites	<p>Staff meetings to identify problem areas for staff team</p> <p>Identify solutions</p> <p>Agree action plan and implement</p> <p>Re- survey</p>	<p>Evaluate results and design training programme for staff.</p> <p>Kirsty Holliday, Reception Services Manager</p> <p>Action Plan to be implemented by September 08. Review performance following implementation</p>	
Improve telephone access for patients	<p>Look at additional software that may ease the problem and evaluate its use.</p> <p>Evaluate how doctors respond to messages left for them, how can team improve delivery of service – examine use of text service for example when no contact is possible</p> <p>Set up pilot scheme at one site to evaluate use of telephone appointments with a view to expanding this service is pilot is successful</p>	<p>By the start of Autumn term. Brenda Mumby, Practice Manager</p> <p>Kirsty Holliday, Reception Services Manager</p> <p>Kirsty Holliday, Reception Services Manager</p>	
Evaluate enhanced service for extended hours once it is published.	<p>Examine enhanced service for extended hours when it is released to see if we can apply it economically and to general benefit</p>	<p>Brenda Mumby Timescale dependent on when scheme is released.</p> <p>Kirsty Holliday</p>	
Look at protecting late appointments for “workers”			

Update from 2006/07			
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Improve delivery of reception services – University health centre	<p>Survey representative group of students regarding current level of service.</p> <p>Work with reception team to improve delivery in the specific areas identified in the in-house survey</p>	<p>Survey summer term and introduce changes from October 07 onwards. Re-survey Spring term 2008.</p>	<p>Survey completed. Encouraging results but identified action areas. Workshops arranged to improve skills and knowledge.</p> <p>Check performance from national survey results Spring 08.</p>
Assess the suitability of the minor illness clinic in its present format	<p>Survey 100 attendees at the minor illness clinic.</p> <p>Assess the responses in conjunction with the nurse manager and the nurse who delivers the service to agree delivery methods.</p>	<p>Survey summer term – introduce changes from October 07 onwards</p>	<p>Survey showed a 98% approval rating. Service has been expanded and now is operated by 2 nurses.</p>
Examine general lecture times to determine if appointment slots should be spread more evenly over the day.	<p>Liaise with student support service</p>	<p>Look at over summer vacation with view to making any changes from Oct 07 onwards</p>	<p>Requires more evaluation.</p> <p>Look at this over summer 2008 with view to implementing any changes over 2008/09 term.</p>
Work with student representatives to improve communication and explore avenues to improve knowledge of practice services among student population.	<p>Re-introduce regular meetings with student representatives to improve communication and knowledge of health services</p>	<p>Meetings reintroduced until problems with elected student union officials this year.</p>	<p>Helped a lot with chlamydia screening on campus.</p> <p>Development of website to include student health section.</p>
Examine ways of improving use of telephone system to improve efficiency and ease problems with patients getting through on the phone	<p>Arrange meeting with Trust representatives to discuss options</p>	<p>Arrange meeting ASAP</p>	<p>Diverts and additional handsets have improved the situation greatly. Also changes to appointment making system have reduced demand on phones early in the morning.</p>

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<p>Examine ways of reducing the times that patients may have to ring back.</p>	<p>Look at ways of increasing task space for admin team and increasing telephone lines when staffing allows</p>	<p>Oct 2007</p>	<p>Medical notes now kept in secure storage offsite to release space for admin desks and work areas. Additional phone lines. Staff training to emphasise need to deal with patient's needs at first contact have been very successful.</p>