

# Marple Cottage Surgery

## Patient Questionnaire Priorities Action Plan

### Priority Area 1: Access to GP appointments

71% patients said they could get appointment on the same day or next two working days.

4% drop from the previous year.

#### Reason for drop

- Long term sickness of a GP for 9 months.

#### Actions taken to address priority

- Employment of a new GP, holding 9 sessions a week.
- Addition of Same Day 5 Minute Acute appointments.
  - *Increase of demand to be seen on the day urgently.*
  - *Ability for support team to book without need for GP triage.*

#### Reviewed December 2015

- Continuation of employment of new salaried GP.
- Agreed to continue the use of Same Day 5 Minute Acute appointments.

### Priority Area 2: Flexibility of opening times

Comments were made regarding flexibility of opening times.

There was a perception that the Surgery was only open 9am – 6pm.

#### Reason

- Not publicised in the practice enough.
- Patients have not looked on the website and seen our opening times.

#### Actions taken to address priority

- Additional late night clinic on Thursdays each week

#### Reviewed December 2015

- Following implementation of further late night session, the appointments have been regularly attended, and are always fully booked, and we continue to offer late night appointments now on Tuesdays, Wednesdays & Thursdays, each week.
- We have publicised these new clinics through practice posters, new patient, registration pack / leaflet, practice Jayex screen (electronic communication screen), and also through the practice website and NHS Choices website.

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### **Priority Area 3: Development of the Patient Participation Group (PPG)**

The PPG can help the Practice develop by patient's sharing their views and thoughts through mechanisms such as the practice questionnaire.

#### **Reason**

- To increase patient involvement from wider representation of the practice population

#### **Actions taken to address priority**

- Additional late night clinic on Thursdays each week

#### **Reviewed December 2015**

- The PPG has steadily grown in size and we increased membership by 65 patients as a result of the Patient Questionnaire.
- The PPG is now at 582 members, which is a 16.2% increase since the end of the patient questionnaire. This equates around 8% of the current Practice Population.