

## **Patient Reference Group (PRG) Action Plan – Survey 2012**

Following a meeting held at the practice on Saturday 17th March 2012, it was felt the main areas of the survey results to focus on were: Telephone availability, Doctor Choice and Health Education. It was widely felt that “Communication” is the key to improving services at Ashdown Forest Health Centre. Communication to both patients and staff is vital and the agreed format will be implemented.

### ***Improved Communication to patients:***

- Understanding of services available (including health checks and areas of expertise)
- Understanding of appointment system and choice of doctor.
- Opening times.
- Wider population.
- Registered doctor understanding.

The above topics will be communicated to patients via the practice web site, practice leaflet, installation of medical TV in the waiting room, local advertising (parish magazine). In addition and forming phase 2, it was agreed that the practice will analyse patient data in order to highlight “Infrequent visitors” to the practice so that the next survey has a better uptake. Email capture and mobile numbers are to be reviewed and staff encouraged to opportunistically capture additional patient data.

### ***Improved Communication to staff:***

- Clarification and communication of services (continuity)
- Opportunistic data capture
- Praise (results of survey)
- Protected training to cover results
- Introduction of “Individual Patient Care Project” – This is a PRG agreed initiative that will highlight to staff patients with sensitive needs.

## ***Phase 2***

It was agreed that implementation of phase 2 will wait until after the practice refurbishment; the following time scale was agreed:

Phase 2 initial meeting to agree phase 2 survey and format - July 2012

Distribute and collate survey - Aug - Nov 2012

Discuss results and form action plan - Jan 2013

Publicise results and action plan implementation - Feb 2013