

# Cornerways Patient Group Action Plan - DRAFT

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April 2013 to March 2014

## **Action 1 Reception Staff**

Establish a baseline of patient satisfaction with the reception staff and running of reception at the Poulner surgery by means of a short postcard- in- waiting- area survey. (First quarter). Run a Reception 'Excellence week / month' inviting people to give feedback on the service, and what they like and don't like about the service. (First or Second Quarter) Repeat postcard survey and review again the level of patient satisfaction with the service 1 month after the Excellence period has completed to see whether this has made a difference to people's experience of the reception service (Second or Third Quarter). Implement lessons learned. (Third quarter onwards) Implement ideas from Patient Group relating to screening, badges and triage wording. (First quarter).

## **Action 2 Access to clinical staff**

Availability of appointments / opening hours / the desirability of a 'family doctor' style of service were all highlighted as being areas that were not entirely satisfactory / lacking in the patient survey. In an attempt *not* to bite off too large an issue, the proposed action is 'to pursue an improvement to opening hours'. It is suggested that this might involve increased doctor sessions or increased nursing sessions. Discussions, actions and progress to be reported on quarterly.

## **Action 3 Push CCG to provide local phlebotomy service**

Blood tests should be reinstated as part of normal service at Cornerways. Based on our investigations and discussions with Cornerways last year, the action is now to press the CCG to design and commission a phlebotomy service which serves the needs of patients better than the existing service, and most specifically allows patients to be tested at Cornerways or somewhere local to patients. From current experience, this will involve pushing the CCG to ensure our voice is heard and requirements are noted and taken into account. Discussions, actions and progress to be reported on quarterly.

## **Action 4 Push on expansion of use of text and email**

Receive reports on the pilot schemes for expanding the use of text and email to make it easier to communicate efficiently and appropriately between the patient and the surgery. Discussions, actions and progress to be reported on quarterly.

## **Action 5 Monitor adequacy of nursing provision**

Monitor carefully the nursing provision at Cornerways to see whether patients are able to get access to nurses in a timely manner. Review in meetings and in the annual survey. Discuss with Practice Manager and staff how else this might be monitored. Discussions, actions and progress to be reported on quarterly.