



Southgates & The Woottons Patient Survey Action Plan 2015/2016



Issue Identified	Action	Outcome	Lead	Timescale	Progress	RAG Rating
Confidentiality						
Only 63% of respondents were aware that they could ask for a confidential discussion	Improve signage to reflect that patients can ask for a confidential discussion	Patients will be better informed	Gill Simon	August 2016	Complete	
Access						
Only 40% of the respondents felt that it was easy to get through on the telephone	Further automated choices to be added to the telephone menu system to facilitate better sorting of calls	Patients will have further options to choose from in order to reduce queue length	Simon F Temple	August 2016	Complete	
Only 50% of respondents reported that they found it easy to speak to a GP and 46% to a nurse.	Better communication with patients on receipt of telephone calls to inform them of the current procedures for booking and on the day, routine or telephone appointment.	That patients fully understand the different between appointment types the way that they will be contacted and their calls dealt with by member of the clinical team	Gill Simon	August 2016	Complete	
Only 33% of respondents felt that it was very easy to obtain their test results	A further option has been added to the telephone menu for the secretaries in order to facilitate result acquisition	Patients do not have so much difficulty	Simon F Temple	August 2016	Complete	
Only 56% of respondents reported that they were kept informed if having to wait as their appointment time	Further posters to be placed in the waiting areas informing patients at the need to identify themselves to the reception. If they are waiting for more than 20 minutes for routine appointment.	That patients are fully informed.	Gill Simon	August 2016	Complete	
Awareness of SOS						
Patients to have a better awareness of SOS	Patient participation group leaflets to be compiled, similar to that used at the Woottons.	Patients will be aware of the existence of the group	SOS committee	April 2017 (next satisfaction survey)	Pending	