

**Southgates Medical and Surgical Centre**  
**Patient Survey in association with the Southgates Participation Group – SOS**  
**Action plan as agreed with SOS as a result of the survey**

**Introduction**

Over 400 surveys were issued and 304 were returned by the deadline. The results of the survey were discussed in full with SOS by members of the practice team including a partner GP. The following action plan has been jointly agreed and will be reviewed in early 2014 to assess progress.

**Action plan**

The car park and access to it is a clear issue. The General Manager explained we had already approached the County Council again about parking on the road and general access. We will take this forward incorporating a review of where the disabled car parking spaces are and specifically looking at the entrance and working with the Highways Department and our local neighbours.

Making patients aware if they have to wait. This is something we were a bit disappointed about. We had done a lot of work from last year, put notices up etc and asked receptionists, where possible, to tell patients if at their arrival point, it was clear they were likely to have to wait for a little while. This clearly has not impacted on the patients as much as it should have done. Judy Close from SOS explained that a lot of people book in on the automated booking in service and at the moment we do not have a facility on there to state whether the doctor is on time or not. We did discuss the idea of having a led display or a plasma screen which could give such information. The Practice will investigate this and work with the reception team to see how we can improve this position again.

Confidentiality at the reception desk. A lot of people pointed out that this was an issue but generally felt happy and understanding of our predicament. However, as part of CQC building assessment, we have decided to rearrange the waiting area and we will have to rearrange the reception desk. As a result of that, we will try to improve confidentiality and introduce a disability disabled access desk at a lower level for wheelchair users. There was one comment that the automated access screen could not be used by wheelchair users and we will look at this as well.

Seeing your preferred GP. We will again look at this but as mentioned previously in this report, feel the balance between on-call and routine appointments is slightly weighted towards on-call which has been a great success but we will review our appointment structure again.

Getting through on the phone. The reception team and the Assistant General Manager Patient Services will review this and produce a report for us within 3 months of what options we have for telephone systems and how we might improve access on the phone. However, we take great heart from the ongoing support of SOS in retaining a lack of a press button one automated system if at all possible.

The above where the key issues that will be incorporated in our action plan and the action plan will be agreed with SOS and then posted on our website by the 31<sup>st</sup> March 2013.

G:2013/SOS/Patient Survey Action Plan