

**Southlea Group Practice
Patient Participation Action Plan
Report March 2013**

A recent survey was given out to patients attending the surgeries. The Partners wanted to establish what is required for the patients who regularly attend either of the sites to provide a better service of care and to continue to do so within the coming years.

It was clearly voiced from the comments of the survey that there is a great need for the patients to have a better environment when visiting the Lower Farnham Road surgery.

It was also clearly noted that the telephone system is requiring improvement at both sites, this is either due to the system or to the staffing.

A further action which needs to be developed is the appointment system.

We have taken it upon ourselves to address these main issues by the following actions.

Lower Farnham Road, better environment.

Carpets have been deep cleaned with Antibacterial treatment and Deodorizer. This was carried out on Friday 29th March 2013 by a local professional carpet company.

A meeting has been arranged for a developer to address the possibility of moving and redesigning the reception area and waiting area.

A plan has been discussed to move one department out of an existing work place and be relocated within another area which would then enable the telephones to be located away from the patients waiting area. This would improved confidentiality, it would avoid extra pressure on staff and it would give a more relaxed waiting environment to ill patients.

A number of projects have been quoted for to improve the décor and heating of the surgery.

Telephone Systems

A quote has been compiled by two major companies for addressing a better service for patients telephoning the surgery. One supplier has a meeting with the Practice Business Manager on 9th April.

Appointments

The Partners and the Managers had a half day away day to discuss who the appointments can be improved.

A number of suggestions were made and the implementation will take place as from 1st May 2013. This time scale is to enable the practice to communicate with all of those patients who do not necessarily attend the surgery. The Partners are aware of the communication implication when making changes are making a conscious effort not to avoid informing those patients. All households who have not attend the surgery in the past six months shall receive notification of the service changes and a letter explaining as to why the changes are taking place.

Those patients who attend regularly shall be informed by either attachments to their prescriptions or by notifications in the surgeries. These attachments shall inform of all of the changes to be carried out.

Alison J. Somers
March 2013