

Midway Surgery - Patient Survey Action Plan - January 2015

In January 2015 Midway Surgery carried out a Patient Survey, it was sent online to PPG members and paper copies were left in waiting rooms. We received 106 responses in total. We also asked for general feedback about the surgery regarding services and access. We found that the additional comments on the forms were very helpful; we also asked our patients who are housebound and their families as well as those in care homes to give us feedback. As a result of the feedback four priority areas were identified;

1. Improving support for Carers
2. Improving access to the building
3. Improving access to Phlebotomy Services
4. Increasing access to speak to or see a doctor on the same day

Action Plan

1. Two Carers Champions have been appointed to be a focal point for everything related to carers. They have been booked on several training courses and will be attending events to learn about the help and support that Carers need. They have started contacting carers individually and telling them where they can find support as well as offering them health checks. They are also carrying out work to help identify carers.

We will shortly start carrying out carers' health checks every other week and contacting them with information about local organisations and support groups. We now have a carer's noticeboard in the waiting room and a dedicated leaflet stand for Carers. The two ladies that have taken on this role are passionate about it. We have also put information on our website. We are shortly to begin hosting carer support mornings where the carers have an appointment of up to one hour with the Community Navigator whose role it is to offer support and signposting.

2. We were aware that many of our patients were finding the entrance to the building difficult to negotiate due to the heavy doors. The doors will be replaced by automatic doors and we are also hoping to get a metal hand rail in place on the slope up to the doors for people to hold on to. This will make a huge difference to our patients, in particular the elderly, those with young children and those in a wheelchair.
3. When we asked patients if there was any other services they would like us to offer or for general feedback, many mentioned that they struggle to use the local Phlebotomy service hosted at St Albans City Hospital due to the difficult access, parking charges and long waiting times. We are planning to introduce a Phlebotomy Service at the Surgery; this will consist of two Phlebotomy clinics a week.
4. 68% of respondents wanted to see or speak to the doctor on the same day. We are in the process of introducing a telephone triage service. This will initially be one day a week as a pilot. If this goes well and feedback is that patients like this service we will look at increasing this later in the year.