**NHS GP SURVEY ACTION PLAN 2020/21**

**MOOR PARK MEDICAL PRACTICE B83661**

**The Practice is looking to improve on figures for patients completing the Surveys for 2020/21 theses are the last 3 years figures:**

**2018 – 25% Patients returned their completed survey**

**Sent Out 407**

**Returned 100**

**2019 – 17% Patients returned their completed survey**

**Sent out 456**

**Returned 79**

**2020 – 17% Patients returned their completed survey**

**Sent out 469**

**Returned 81**

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| **Areas To Improve on** | **Action Plan** | **Date** |
| **Ease of getting through to the practice** | **Discussed in Practice Meeting**  **PM discussed with Admin staff in daily huddle. Details ion blue book on reception**  **Staff to Answer phone before 3 rings**  **New telephone system 2019**  **Head Sets purchased**  **All reception staff have their own headset**  **Ease of answering telephone call with headset**  **No distractions** | **27.07.2020**  **27.07.20 review Dec 2020**  30.06.20  Reviewed 25.09.**2020**  **New systems in place and working well. PM to monitor and review again**  **Reviewed 25.01.2021**  **All systems working well and staff are giving an excellent service to patients throughout the COIVD 19 pandemic**  **Review December 2020** |
| **Reception staff need to be more helpful** | **Practice below average on reception staff being helpful**  **PM to source Customer service training again**  **Staff to be empathic and understanding at all times**  **Offer all services**  **Push Dr**  **E Consult**  **Telephone call**  **Extended Access**  **Extended Hours**  **Refer to Social Prescribing if patient has other non-medical problems** | **Review Dec 2020**  **Reviewed January 2021**  **Staff have worked throughout COVID 19 and given a excellent service to patients. Changes have been made on daily basis and these have been implemented by staff efficiently and effectively.**  **The Practice has a logbook in reception where all staff can right changes down**  **Daily Meetings on updates are held**  **Monthly Practice meetings are held with distancing rules in place.**  **Face to face appointments have been available throughout the pandemic**  **Nurse and HCA appointments have been available throughout the pandemic**  **Some reviews have been done over the telephone**  **Ongoing at all times** |
| **Health care Professionals to take more time with patients** | **HCA’s to take more time to listen to patients**  **Customer service training to be sourced**  **Refer to Clinician if feel unable to resolve medical issues**  **Refer to Social Prescribing if patient has other non-medical problems** | **Review Dec 2020**  **REVIEWED 25.09.2020**  **COVID 19 has stopped all training**  **Online training has been sources**  **Hca and nurse HAVE DONE THE FOLLOWING VACCINATION TRAINING**  **FLU**  **January 2021**  **COVID19**  **SEPTEMBER 2020**  **USE CLICS to refer patients to ANP AND CMMUNITY CONNECTOR**  **Ongoing**  **Reviewed 25.01.2021** |
| **Needs met During Consultation** | **Patients’ needs to be met during consultation.**  **Listen**  **Act**  **Self-Care**  **Patient engagement**  **Refer to Social Prescribing if patient has other non-medical problems** | **Review Dec 2020**  **Reviewed 25.01.2021**  **Use CLICS refer to HALE community connector and ANP**  **Use RIC – refer for help and Welfare benefits** |
| **Discussing Mental Health Issues** | **All staff aware of Places to refer for Mental health, anxiety and depression issues**  **My Wellbeing College**  **First Response**  **COVID Support website**  **All clinical staff to ask patients about mood and home life (any abuse suspected discuss and refer)**  **Where to get extra support**    Bradford Council will continue to offer support through the 01274 431000 number for those who are unable to leave the house.  **Refer to Social Prescribing if patient has other non-medical problems. The Practice has its own Social Prescriber through their PCN5 we can refer direct and patients can be seen at barkerend health Centre so doesn’t have to travel.**  **Better Health campaign toolkit**  Support the new national adult health campaign  \*  Public Health England (PHE) has launched a major new adult health campaign –  Better Health.  The campaign has kicked off by supporting people on their weight loss journey. For  The first week, it will highlight the links between weight and COVID-19. In week two,  Better Health will move onto the motivate phase of the campaign, supporting  Physical activity and nutrition messages.  A wide range of resources including posters, social animations and key messages  Are available to download from the PHE Campaign Resource Centre. Included in the campaign resources is a partner toolkit that includes everything needed to start a conversation about Better Health? Additional resources will be added to the  Campaign Resource Centre over the coming days | **Ongoing**  **All the time**  **SMI reviews being completed face to face and over the**  **telephone.**  **Refer patients to CLICS – Hale**  **Community Connector and ANP**  **RIC- refer patients who need help with social problems e.g. Welfare benefits**  **Review Dec 2020**  **Reviewed 25.01.2021** |