

# Milton House Surgery Berkhamsted

## Patient Survey 2012-13

### Revised Action Plan following feedback received from Patient Group

Action	How
Be more selective in the patient communication method used depending on area and subject matter	Review the Patient Representatives Group feedback before sending/publishing patient communications to ensure appropriateness
Instigate an ongoing campaign to obtain more patient email addresses and to obtain their agreement to use these to send Newsletters and other information about the surgery and the NHS changes which lie ahead	<ul style="list-style-type: none"> <li>• Website feature</li> <li>• In house surgery posters and slip to complete with required information including notices "Do we have your up to date contact information?" placed on both exit doors</li> <li>• Change to our new patient "additional information" form seeking email address and consent at the outset</li> <li>• Patient Services staff awareness increased to seek this information from patients at opportune moments</li> </ul>
Advertise Nurse Practitioner services more widely to encourage take up	<ul style="list-style-type: none"> <li>• Create handout for doctors to give to patients who attend a doctor appointment for something a nurse practitioner can treat</li> <li>• Website feature</li> <li>• Waiting Room TV message and copies of above handouts in waiting room</li> <li>• Explore including online appointments being made available for NP's however need to monitor closely in case patients booking these slots for other things</li> </ul>
Increase awareness and take up of the Text Reminder service	<ul style="list-style-type: none"> <li>• Website feature</li> <li>• In house surgery posters and slip to complete with required information</li> <li>• Change to new patient "additional information" form seeking mobile number and consent at the outset</li> <li>• Patient Services staff awareness increased to seek this information from patients at opportune moments</li> </ul>
Focus Group - explore the appetite amongst the current PRG and other patients for the creation of such a group	<ul style="list-style-type: none"> <li>• Email to existing Group members</li> <li>• Website and surgery poster invitations to join such a Group if PRG interest exists</li> <li>• Creation of information material for patients interested in joining</li> </ul>
Ensure selective and focused campaigns	<ul style="list-style-type: none"> <li>• Slim down the "current news" information on the website and also the many posters in the waiting room to enable focus on a smaller number of medical areas</li> <li>• Have short, pre defined periods where the</li> </ul>

	<p>website, newsletter and waiting room co-ordinate on one or two campaigns at a time to improve effectiveness.</p> <ul style="list-style-type: none"> <li>• Re-instate/update campaigns throughout the year as changes/new information arises</li> </ul>
Promote Online Services i.e. appointment booking, prescription ordering & text reminders to achieve increased take up	<ul style="list-style-type: none"> <li>• Website feature</li> <li>• In house surgery posters</li> <li>• Change to Practice Leaflet to emphasise this service</li> <li>• Patient Services staff awareness increased to seek this information from patients at opportune moments</li> </ul>
Inform patients of any Surgery premises news	<ul style="list-style-type: none"> <li>• Communicate updates on any proposals through the quarterly Newsletter/website</li> </ul>
Inform patients of the changes in the NHS which may affect them as a result of the new GP Commissioning	<p>As information becomes available after the 1<sup>st</sup> April communicate to patients as an “active campaign” using:</p> <ul style="list-style-type: none"> <li>• Email database</li> <li>• Website</li> <li>• Surgery posters/Waiting Room TV</li> <li>• Newsletter</li> </ul>
Promote correct use and increase awareness of Other NHS Services e.g. 111, A& E attendance etc.	<ul style="list-style-type: none"> <li>• Have a regular campaign to emphasise existing material to help patients understand alternative medical services available</li> </ul>