

Steppingstones Medical Practice
Patient Participation Group
Action Plan

79 patients took part

Outcome of Survey	Possible Course of Action	Action Agreed	Action by Whom
1. Over half of the patients who took part in this year's survey stated that they find the surgeries receptionists very helpful. Although we do recognise that there is always room for improvement as 4% still found the staff less than helpful	To make sure that every patient who requires our help is looked after with the up-most care & professionalism	Work on any retraining the staff may require in order of improving the service we offer at the surgery.	SSMP Staff & Management
2. 54% of the patients that took part in this survey stated that they have to wait between 15 – 30 minutes to see the GP & that 44% of the patients are not told by the reception staff the GP is running late	Not all patients that see the GP's come with a single problem so the doctor cannot rush their clinic but we do appreciate that informing the waiting patients is important.	To make sure if a GP is running late to inform their patients regularly of the current waiting time as they check-in.	SSMP Reception Staff
3. Close to half of the patients involved in this survey stated that they would be interested in booking future appointments on-line	To advertise the On-line appointment system we already have in place through the practice newsletter, PPG notice board & PPG events	To continue promoting the On-line appointment system through the Practice newsletter, PPG notice board situated in the reception area & through PPG events such as their PPG surgery	PPG Members & SSMP Management
4. The questionnaire listed the number of services that the practice offers to its patients from here we asked whether patients were aware of these services in which 47% were completely unaware.	To make sure that we promote our specialised clinics & services more frequently.	To highlight our clinics & services more thoroughly on the practice website, newsletter & leaflet.	SSMP Management & PPG Members
5. Almost half of the participants of this survey were still unaware that they are able to ask for a chaperone when they see the GP	Even though there are posters in every consulting room offering a chaperone if required we could obviously make it more apparent that a chaperone can be made available on request.	To highlight even more that chaperones can be requested by patients.	SSMP Staff & Management