

STEPPINGSTONES MEDICAL PRACTICE
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ACTIONS TAKEN FOLLOWING 2015/2016 SURVEY

Areas selected where improvements could be made were:-

- To give more patients the opportunity to book on line.

There have been a number of improvements to this service, where we have given all staff full training. We have recently introduced an on-line form for children under the age of 16. This has proved to be immensely popular and has increased the number of patients who now have access to this facility.

More work is needed as all practices in Dudley are expected to have at least 50% of their patients signed up for on-line access by 31.3.2018

- One comment from last year's survey stated "Doctor difficult to understand at times". We have worked very closely with our Doctors and they are now looking out for any indications where they feel the patient does not understand. Following on from the survey and continuing through 2016, we displayed a notice in the waiting room informing patients that if they did not understand something the Doctor said to please ask whilst they were still in the room. We have not received any further negative comments about this and we would actively encourage all patients to continue to ask if there is something they are unsure about.
- Another comment states "I do try to book on line but can get a quicker appointment by phone" – we have taken this on board and increased the number of appointments available to book on line. In addition to this we also make a limited amount of appointments available from 8.00pm on the day before the following days appointments. This will enable patients who fall ill on an evening or during the night to book their appointments on-line.
- An additional comment states "Difficulty getting through on the telephone" – We have increased the number of staff available to answer telephone calls

during peak times. In addition to this our surgery telephones now open at 8.00am.

- Other comments have been taken on board are being looked into and where appropriate small changes have taken place.

At Steppingstones we welcome any comments that will help us to improve our services or the patient experience.

If you think we could do anything better or there is something you are unhappy about, please let one of the team know.

If we aren't aware of it we can't fix it.