

Local Patient Survey Published Mossley Fields Surgery - Dec - 18 (Data Collection)

Area for Improvement	YES	NO	Undecided/ N/A	PRG Comments	Practice Comments	Action Plan	Review Date
----------------------	-----	----	-------------------	--------------	-------------------	-------------	-------------

NOTE: Only areas scoring below or close to average, or otherwise identified as in need of improvement are included in this data. The reminder of the indicators in the Patient Survey data for Holland Park Surgery far exceeded both local and national benchmarks

If you required an examination at your appointment today were you offered a chaperone?	47%	11%	42%	This was discussed at our PRG meeting on 26.11.2018. All clinicians and staff will need to be reminded of the chaperone pollicy. Check that patients are still aware thar chaperones are available when needed.	Although the figures for a chaperone not being required and being offered a chaperone were similar, there was still 11% who were not offered. Mossley Fields Surgery would like to ensure all patients are all offered a chaperone when needed and this will be highlighted again to all staff clinical and non-clinical.	<ol style="list-style-type: none"> 1. All staff to review the chaperone policy 2. Locality Manager to make sure all posters and signs are still on display in reception and also in the clinical consulting rooms near couches 3. Add as an agenda item to next practice/education meeting to remind all staff. 4. Ensure all staff have undertaken chaperone training and if not to undertake as soon as possible. 	Feb-19
--	-----	-----	-----	---	---	---	--------

<p>You can now book GP Appointments and order medication on-line. Would you be interested in signing up for this? (If you answer YES, please ask reception for a registration form).</p>	38%	39%	15%	<p>This was discussed at our PRG meeting on 26.11.2018. PRG will continue to promote the online booking and prescriptions and have been doing so.</p>	<p>Registering on-line for repeat prescriptions and booking appointments is advertised via a number of methods in the surgery via TV screens, Jayex boards and posters etc. Reception and PRG continue to promote this each working day.</p>	<p>1. All admin staff and clinicians to promote online appointments and medication requests. 2. Sam to give Davinder at Mossley Chemist slips to add on to prescriptions when they collect from there. 3. Sam will edit the current appointment slips to advertise this also. 4. Sam will send text messages out to patients to advise of this service.</p>	Feb-19
<p>Are you aware that there is an out of hours HUB in Walsall where you can be seen by a clinician when the surgery is closed? Call 01922501999 for an appointment.</p>	62%	32%	6%	<p>This was discussed at our PRG meeting on 26.11.2018. Actions were discussed to help promote the service so that patients are aware that the service is available</p>	<p>Posters are visible for patients to see already in reception waiting areas and our staff continue to promote the service should a patient need to use an alternative to Mossley.</p>	<p>1. Phone message will be changed to advise patients of the service when the surgery phones are switched off. 2. Sam will also send a batch of text messages to patients to advise of the service. 3. Jamie Addis our I.T technician will be asked to add this information on to our facebook page.</p>	Feb-19
<p>Are you aware that the surgery has a Patient Representative Group who have regular meetings?</p>	53%	43%	4%	<p>This was discussed at our PRG meeting on 26.11.2018. Mossley Fields already promotes the PRG as much as they can, posters, jayex board, TV screen etc and will continue to.</p>	<p>Mossley Fields surgery advises patients of the group via multiple platforms. We also provide patients with newsletters throughout the year advising of the group.</p>	<p>1. Sam will update the PRG page on the TV screens to add more information about the group. 2. Update the notice board in reception 3. Sam will send batches of text messages to patients to advise of the group.</p>	Feb-19

Key							
Action Plan - Achieved							
Action Plan - In Process							
Action Plan - Not Achieved							