

## **Meeting to discuss survey results**

**Meeting date: 11/10/2018**

### **Present:**

Shaheen Hussain (Practice Manager), Musrat Hussain (Office Manager), Mr Ian Jefferson (PPG Chairman), Mr Hadji Singh (Patient)

### **Meeting notes:**

**Guidance template was used to discuss the findings of the Cfep survey conducted by the practice in August. We went through the findings and decided upon some actions.**

- **Mr Jefferson felt that the 'Care Navigation' training would support the reception staff in improving patient satisfaction and that reception would be more knowledgeable about other services that patients could be referred to.**
- **The action from this meeting will be shared with the PPG at December's meeting and added to the practice action plan which be completed for the 31<sup>st</sup> January 2019.**
- **See attached Guidance template.**

# Guidance template for discussion of local survey findings and action plan

Please retain this form for future reference and to present to your CCG if required.

## A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

**B. Discussion of previous local practice survey findings in relation to the current ones (if applicable)**

1. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your CCG and your practice staff?

Patient experience issue	What has been done to address this?

2. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

3. In which areas have you seen most change?

Last survey	This survey

### C. Action plan

Which areas did you mutually agree as priorities for action and intervention?  
Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your CCG (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and CCG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the CCG).

#### Your details

Name:

Practice address:

Job title:

Practice name:

CCG (or similar body name):

Your signature: