

CHURCH STREET PRACTICE

Key Priorities for 2014/15

As agreed with our "Critical Friends" (the Patient Reference Group - PRG) during February 2014

1. Achieve the minimum rating of 85% that patients would recommend us to a friend / neighbour / family member – aiming to maintain this year's in excess of 90% rating

2. Improved Communication

- a) Continued advertising for new members to join our PRG
- b) Continued update and review of our Practice website
- c) Continued marketing of our services (including our automated services) using our website and our Jayex Monitor - patient calling system
- d) Customer Service – staff to be proactive in the marketing of services (e.g. how our appointment system works, the telephone assessment services offered daily by the duty doctor)
- e) Carers – to continue with Mrs Crockford as the lead in this important area providing patients with up to date information and support as required; to improve the number of patients recorded as carers of dementia patients so we can improve on our bid to be more dementia friendly
- f) Increasing the recording of mobile numbers and maintenance for more text messaging
- g) Agree the questions with our PRG for our next local patient survey along with the results and priorities going forward aiming for at least one meeting.
- h) To maintain and ideally increase our rating of VERY GOOD in answer to a question regarding satisfaction with the level the doctor or nurse involves patients in their care

3. Patient Access

- i) Appointments – on going review and monitoring of appointment availability including extended hours; to include the on going review of the effectiveness and patient satisfaction of the duty doctor assessment service
- j) Use surveys to review and where appropriate improve services for specific patient groups
- k) To continue to review patients who fail to attend for their appointments and report on our findings
- l) Phones – review the possibility of installing a new switchboard in 2014 and we will work with Dr de Sousa & Partners to investigate this
- m) Improve number of patients using on-line access for booking appointments and requesting prescriptions

4. Infection Control

- j) To maintain our 2012 and 2013 rating of VERY GOOD in our next survey "How patients rate the cleanliness of the building"