**Patient Survey Results 2017 – ACTION PLAN – AREAS FOR IMPROVEMENT**

Patient Survey Results are circulated throughout the Practice. Results from 2017 will be compared against 2018

| **Detail** | **Leeds City Medical Practice** | **Comparable local GP Practice** | **CCG** | **National** | **Notes / Context** | **Actions** | **Lead** | **Complete** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Speaking to preferred GP | 28% | 9% | 51% | 56% | * Practice has 10 GPs, with some working part-time
* Large GP Practice c.17k pnts
* Older Partners are reducing clinics
 | Promote telephone appointments (underutilised) to pnts | BH |  |
| Able to get an appointment to see or speak to someone the last time they tried | 74% | 73% | 82% | 84% | * Practice operate daily GP telephone triage system; face to face appointments booked based on clinical need
* Promoting pharmacy first
 | Review practice comms re. appointment system and amend | BH |  |
| Last appointment patient had was convenient | 77% | 77% | 79% | 81% | * Operate extended hours late Mondays and early Thursdays
* Leeds wide enhanced hours project to commence March 2018 (St Georges hub)
 | Communicate enhanced hours service at St Georges | BH |  |
| Low response rate | 26% | 27% |  | 37.5% | * Practice area social deprivation
* high language line use – many pnts non English first language
 | Promote National Survey in patient waiting areas and on website - January to March each year in both English and other languages appropriate to pnt demographic | BH |  |