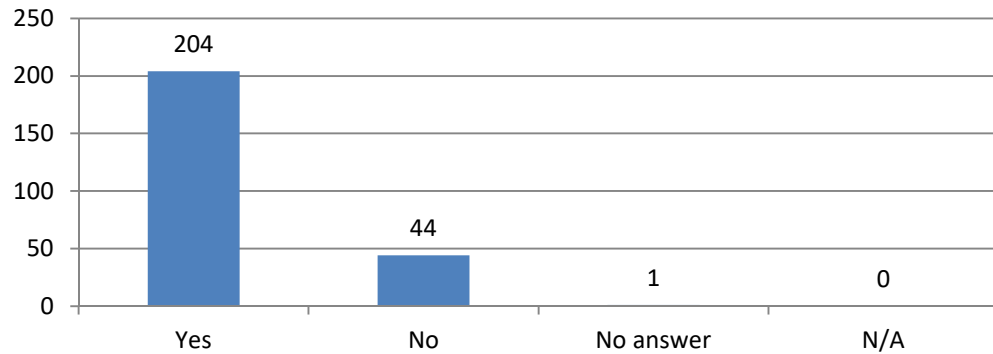
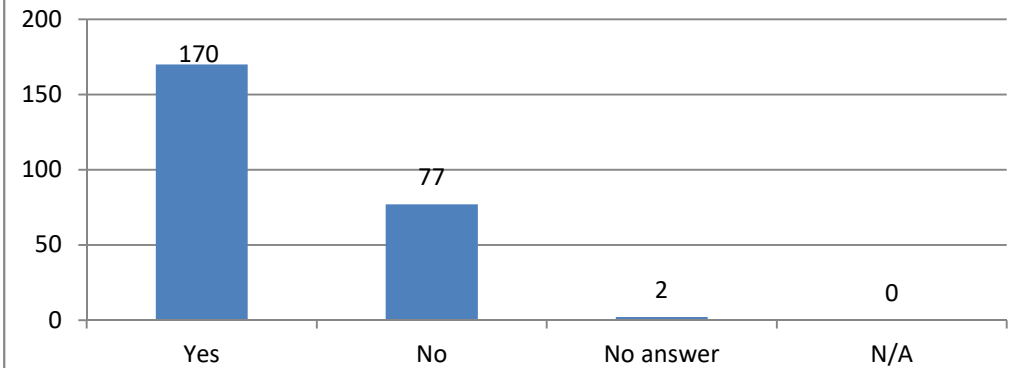


	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8
Yes	204	170	186	233	207	164	133	202
No	44	77	60	10	32	74	106	31
No answer	1	2	3	6	6	7	9	16
N/A	0	0	0	0	4	4	1	0
TOTAL	249	249	249	249	249	249	249	249

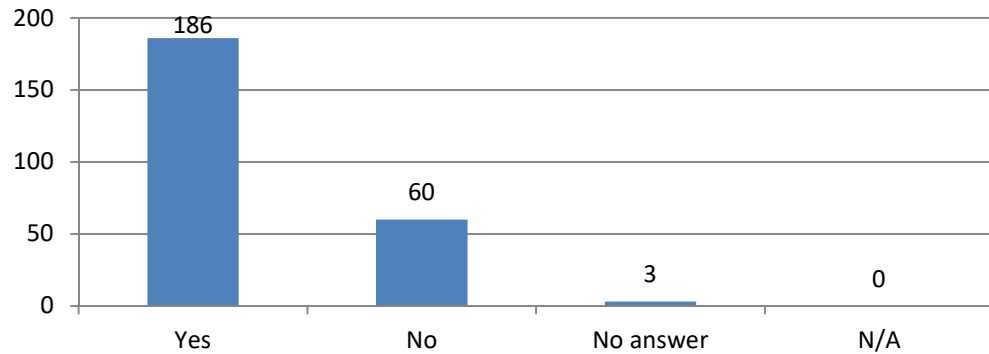
1. Are you aware your GP practice has merged to form The Willow Group?



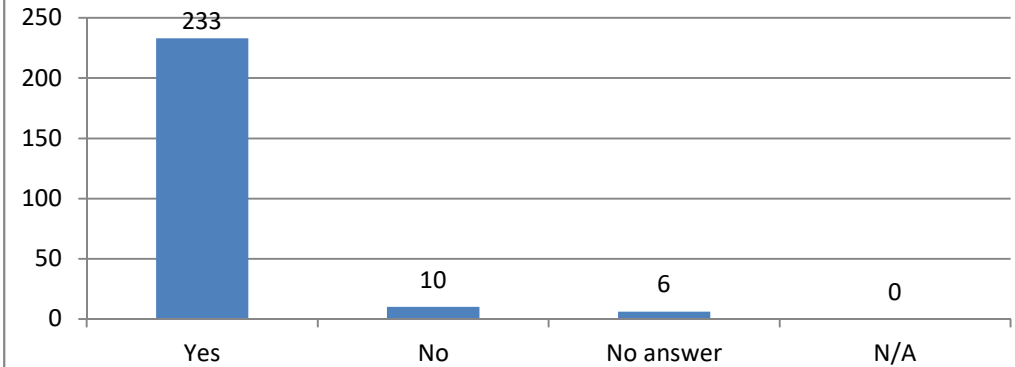
2. Are you happy to be seen by a GP at another practice if it means you could be seen sooner?



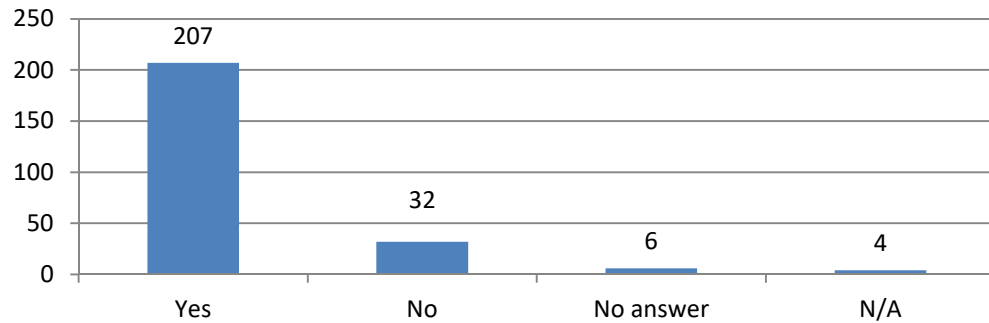
3. Are you happy to be seen by healthcare clinicians at another practice?



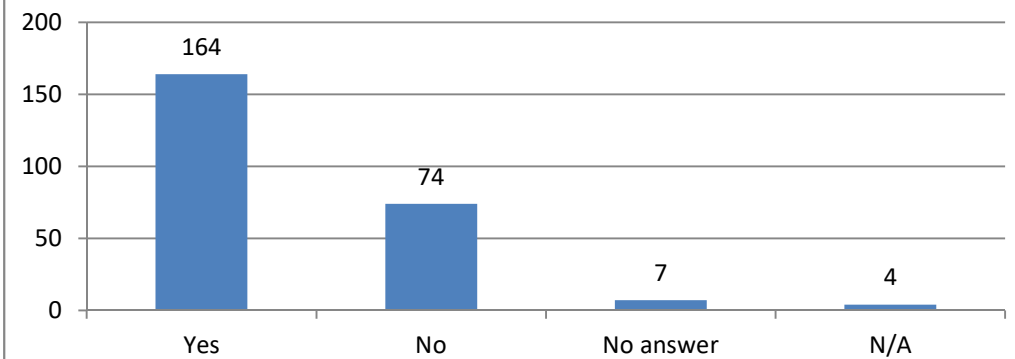
4. Are you aware you can have prescriptions sent electronically to a designated pharmacy?



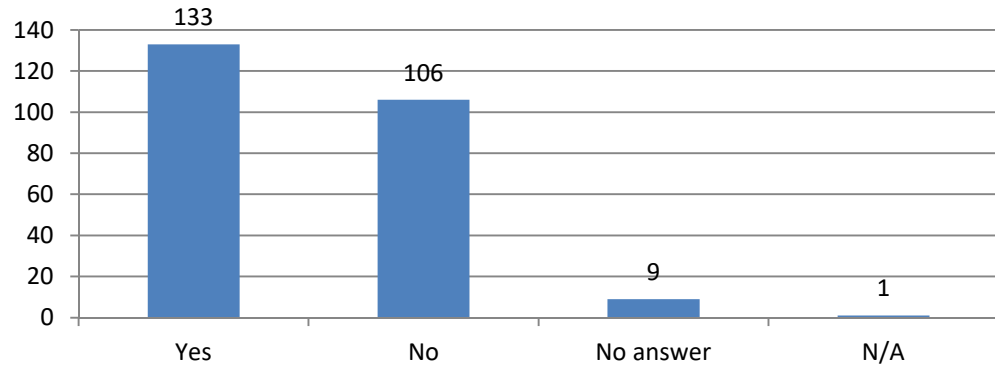
5. Are you aware you can make appointments/repeat medication online via "Patient Access"?



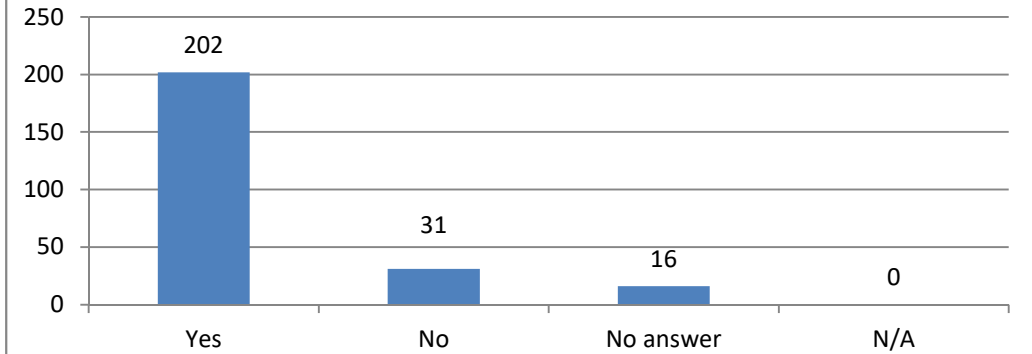
6. Are you aware you can go on our website to eConsult?



7. Are you aware that you can self-refer to our surgery signposter?



Would you recommend us to your family and friends?



	Ethnicity
White British	216
White English	7
White Irish	3
Chinese	1
Black African	1
No answer	1

	Age
18-24	1
25-34	8
35-44	15
45-54	24
55-64	26
65-74	71
75-84	67
85 or over	13
No answer	5

	Long Standing Conditions
Deafness or severe hearing impairment	36
Blindness or severe visual impairment	2
Physical condition	50
Learning difficulty	2
Long standing psychological or emotional condition	14
Other	98
None	89

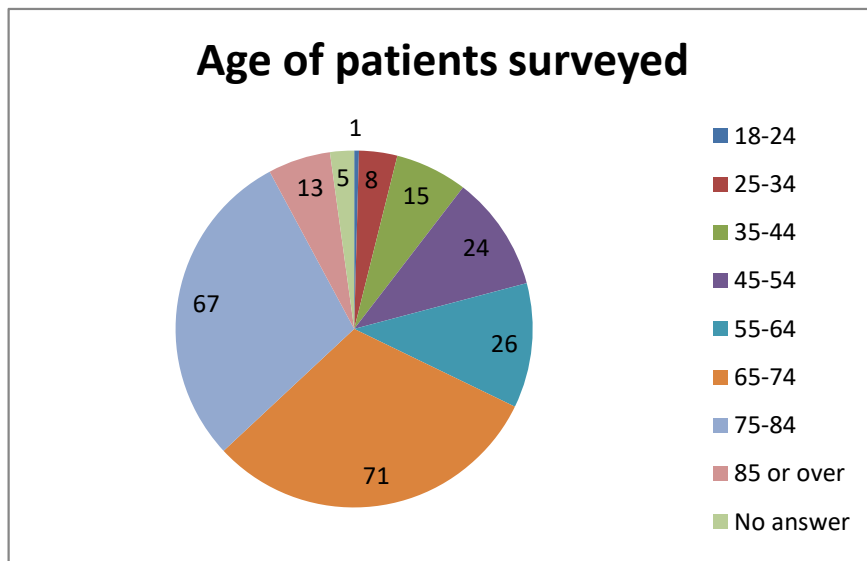
	Gender
Male	86
Female	135
No answer	9

TOTAL	229
--------------	------------

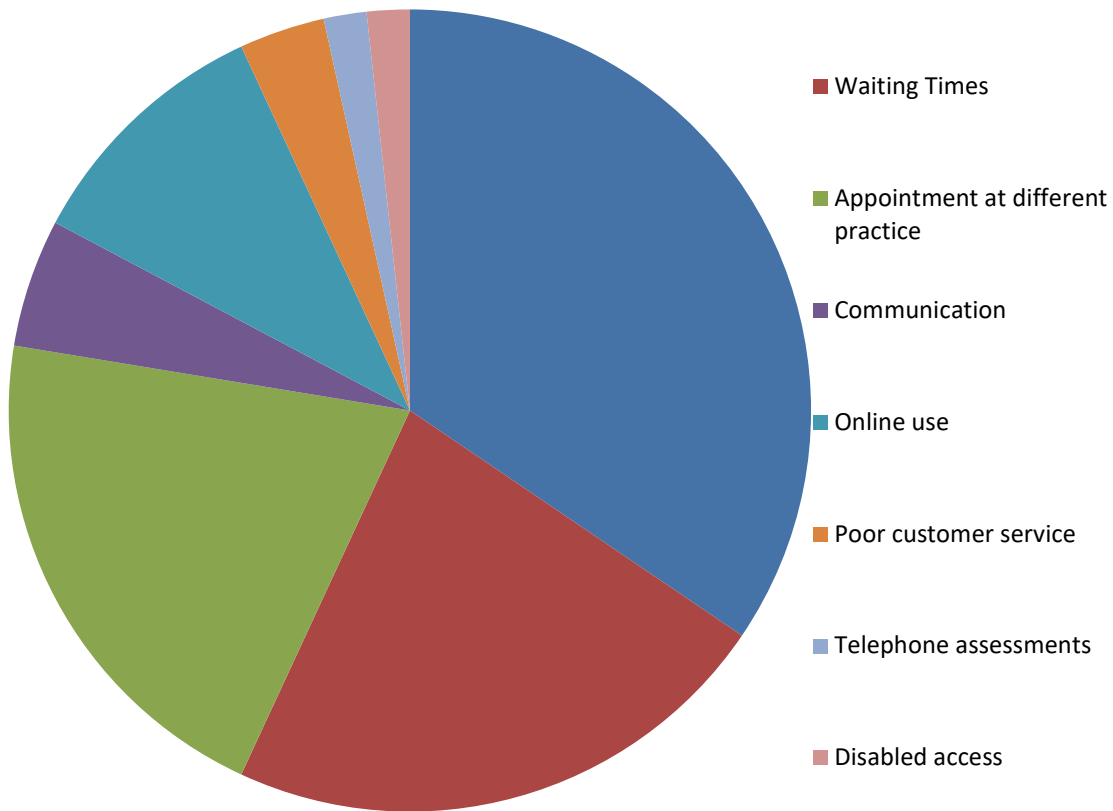
TOTAL	230
--------------	------------

TOTAL	291
--------------	------------

TOTAL	230
--------------	------------



Common themes to be addressed



Positive Feedback
The nurses I saw today were lovely
Doctors and nurses always friendly
I am very happy with the services you provide, especially Dr Bohmer
Most definitely would recommend. I have always been shown the upmost courtesy and care by the receptionist, nurses and Dr Morgan
Forton Medical Centre has mostly always provided an excellent service
Very satisfied with your practice and staff
I always recommend Brune - brilliant surgery



Action Log – Patient survey 2017

Rolling Action List Updated following meeting held on – 29th September 2017

Action No.	Action Required	Who By	Due Date (provide update in next meeting)	Comment
1	Telephony system is not fit for purpose	SMC	06/10/2017	<ul style="list-style-type: none"> Long term issue with phones on each site. Previously raised with SMT. Now to be escalated to exec board and CCG. Promote the use of online services and social media to support patient access. 20/10/17 CC attended CCG meeting to discuss. Head of primary care to support escalation of concerns. 5/12/17 Entered onto SHFT risk register.
2	Routine GP appointment access	SMT	06/10/2017	<ul style="list-style-type: none"> Focus care navigator role re; appropriate appointment use Recruitment of GPs, ANPs and care navigators GPEA Development of LTC hub Colocation of GPs to remove lone GP scenario
3	Appointments at different sites	SMT		<ul style="list-style-type: none"> Comms engagement for patients and staff PPG involvement Vulnerable patients can be seen at site of choice
4	Communication	SMT	06/12/2017	<ul style="list-style-type: none"> Development of Willow facebook /twitter/ website Proactive approach to engage patients online Work closely with our PPG Consider letter to all patients to update re; changes Work closely with comms team SHFT. Introduce quarterly newsletter
5	Poor customer service	EOB	06/12/2017	<ul style="list-style-type: none"> Robust induction for all new staff Ensure 100% compliance in mandatory and statutory training Support and challenge any behaviour that is perceived as poor customer service Appointment of care navigator leads to support and develop training
6	Disabled Access (Brune)	EOB	06/12/2017	<ul style="list-style-type: none"> H&S audit carried out on all 4 sites – no issues raised Disability access review carried out 2013 noting heavy door in waiting room at Brune Findings referred to landlord – decision made that as fire door no changes can be made Reception staff support patients

Share survey feedback and actions with all staff. Partners board meeting. Willow PPG.