

The Connaught Square Practice

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ACTION PLAN FOLLOWING PUBLICATION OF 2017 NHS GP PATIENT SATISFACTION SURVEY RESULTS

Background:

Recent results from the GP national survey conducted between January and March 2017 and released in July 2017 show a decline in patient satisfaction in some areas of our delivery.

Purpose:

Connaught Square Practice takes pride in delivering an excellent service, and these results did not reflect its ethos or mission statement. The Practice team therefore set out to understand exactly why the Practice received such low ratings.

Plan:

1. Convene a PPG meeting at which interested patients can share their perspectives on why the Practice was rated so low vis-a-vis local and national data.
2. Conduct a survey: The Practice will design a survey to delve deeper into what makes for a good patient experience across its core services:
 - > GPs
 - > Nurses and Health care Assistants
 - > Reception and administration
 - > Access and appointments
3. The final results will be qualitatively and quantitatively analysed to find out about specific areas of concern, to reflect on feedback received and to improve learning outcomes. This will lead to a 'You said, We did' meeting with members of the Patient Participation Group to share and deliberate on the results.

In line with the above plan, the Practice did an initial assessment of the results received and highlighted the following:

- while the data was presented in weighted and unweighted formats, the Practice chose to rely on unweighted data which it felt represents the patients' experiences of the Practice more appropriately.
- The Practice also showed the statistics in a format that presented the number of responses for each category from 'very good' to 'very poor' to highlight the variances.