**ACTION PLAN BASED ON RESULTS OF 2024 PRACTICE PATIENT SURVEY**

Issues

“*The National GP Patient Survey indicated patients find it difficult to get through by phone.*”

Our survey showed:

* There was almost a 50/50 split between callers who were frustrated that:
* they could not get through at all; or
* once they had got through, they had to wait for their call to be answered;
* we believe that these results indicate that we have the right balance between the length of the queue and call handlers.
* Nearly 50% of patients call between 8.30am and 10.30am (our phone system’s busiest time) for non-urgent problems.
* Having more appointments available (inc. Online) would not only help patients get an appointment at a time that suited them, but was a theme throughout the survey.
* Nearly 50% of patients do not use GP Online Services (GPOS) – of those, over a third said it was because they did not know how to;
* the next most common response was because the appointment they needed was not available to book online.
* Nearly 66% of patients had not used the automated appointment system before.

Targets

* To decrease the percentage of respondents who find it difficult to get through on the phone, at the next National GP Patient Survey.
* To decrease the number of pre-bookable appointments being booked between 8.30am and 10.30am.
* To increase the number of GPOS users when compared to the increase from 2023 to 2024 (1.4K additional users added).

Plan

* Explore the possibility of different queue lengths at various times (i.e. a longer queue length between 8.30am and 10.30am) with the caveat that this may increase frustration at the length of time it takes for those who have got through, for their call to be answered.
* Educate patients on the ‘call-back’ facility by:
* amending our ‘phone system’ website article to advertise this;
* adding a promotional video to our waiting area TV screens
* To review our phone messages on our auto-attendant and those patients hear once they are in the call queue, with a view to updating so they are more educational.
* Continue to promote GPOS by:
* amending our template blood test form, website article, phone messages mentioned above, and reminding staff to advise patients, to reflect that results can be obtained via GPOS accounts, rather than calling the surgery;
* obtain and publish NHS App specific ‘how-to’ videos on both our waiting area TV screens and website.
* working towards additional GP appointments, and appointments with other clinicians, being made available to book online.
* Promote our automated appointment system by:
* refreshing and moving our in-surgery display to a more prominent location;
* update the background of our ‘welcome’ screen on our self-check-in machines, with a slide referencing it.