



2019 The Haven Surgery Patient Survey Action Plan

®The findings of **2018** and full patient survey results were discussed with the practice Patient Reference Group.

®The areas the practice had done well in was much higher than the national average.

®The areas the practice could have improved in was either the same as the national average or only slightly lower, as shown below:

90% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last GP practice appointment.

(Local CCG average 95%, National Average 93%.)

92% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last GP practice appointment.

(Local CCG average 96%, National average 96%.)

87% of respondents felt the healthcare professional recognised or understood any mental health needs during their last GP practice appointment.

(Local CCG average 91%, National average 87%.)

®Since the 3 lowest areas for our practice included the actual appointment itself, further clinician specific feedback from patients was sought after their consultations with all clinicians, with space for free text comments which are more valuable in identifying areas of improvement. 'Welcome and Enter' practice visit was also arranged where patients left lots of positive comments.

®All staff have undertaken a mental health and wellbeing checklist, promoting mental health awareness and encouraging open conversations about mental health and the support available. On 10th October 2019, the practice held its first Autism hour, to promote Mental Health Awareness day for staff and patients. Lights were dimmed and music turned off in the waiting room.

®As a result of all the above being actioned, in the **2019** Patient Survey, the practice has scored higher than the CCG average in **EVERY** question!

®The 3 highest areas for our practice where patient experience is the best, is as follows:

98% of respondents describe their experience of making an appointment as good.

(Local CCG average 70%, National average 67%.)

96% of respondents find it easy to get through to this GP Practice by phone

(Local CCG average 71%, National average 68%.)

86% of respondents were offered a choice of appointment when they last tried to make a GP appointment.

(Local CCG average 61%, National average 62%.)