

# PPG Performance Targets

Our plan is to provide an auditable survey each year to monitor the practice progress moving forwards. As a group we propose to complete the survey again in February 2015 to give the practice a direct comparison to monitor its progress against this years results. Taking the negative comments from this years survey results along with the separate suggestions, our aim is to request the practice to help us achieve these objectives thru change. The changes requested will become our yearly targets for the practice; in our yearly plan for change we will monitor progress quarterly or half yearly as we feel the necessity. The group is already in a majority consensus that the quality of service we all enjoy is generally very good. This is also reflected in the survey results. Because we have a lesser mountain to climb we are not overly challenged to bring about change for change sake. That said it is the duty of us all to maintain or better the standards where possible. To these ends as a group we propose the following areas we need to improve upon along with the negative comments from the survey we put the suggestions from the patients also from the survey. Thus moving us forwards towards the continued success of the practice we all have a passion for.

- 1) We need progress urgently on the practice web site....we need it up and running, also available to patients so they can see what is happening and the wish list.
- 2) Prescription ordering on line is one of the more widely mentioned in the surveys suggestion boxes.
- 3) A space on the web site for the PPG and access to the same would be good
- 4) Discuss the pheasability of the on line booking system with a view to introducing A.s.a.p. This should assist in another general complaint the queuing in reception and the difficulty in getting through by phone.
- 5) To develop a plan moving forwards to make patients aware of the web site and to encourage the use of the same, not forgetting those not on the internet and making an alternate plan which will assist in notifying these patients.
- 6) It was requested by a number of patients that it would benefit the patients to have in house TV screens in the "other half "of the Health Centre for the benefits it would bring.
- 7) Parking was one of the biggest complaint areas
- 8) Getting an appointment was the next biggest
- 9) Queuing upon arrival was also a regular to crop up.
- 10) Signage was mentioned, clarity of which practice was where? Doctors that are long gone names are still visible?
- 11) Patients have complained that some times an appointment can only be offered in a week's time? I would say this is an exception rather than a rule but it has been mentioned by 3 or more...
- 12) Booking by phone can be time consuming and difficult to get through.
- 13) A request for background music or televisions was also mentioned.
- 14) Importantly numerous mentions of Doctors /nurse not spending time explaining the medication thoroughly and or the treatment regime in detail or even listening to complaint?

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