

**ORCHARD HOUSE SURGERY
PATIENT REFERENCE GROUP FEEDBACK & ACTION PLAN**

This year we circulated a Newsletter to our Patient Reference Group and our survey was conducted in February / March 2019.

Owing to the introduction of new GDPR regulations this year we saw a huge decline in patients consenting to be contacted for the purposes of providing feedback to our Patient Reference Group. Also for this reason we re-circulated our survey document as again the uptake was originally very poor and provided insufficient information to provide meaningful feedback.

Thank you to those patients who eventually did provide feedback through this survey.

We asked you ...	You said ...	Our response ...	Action planned ...
<p>Are you aware that you can access the following services online:</p> <ol style="list-style-type: none"> 1. Appointment booking and cancellation 2. Ordering of repeat medications 3. Access to your medical records 	<p>65% of you were aware.</p> <p>80% of you were aware.</p> <p>73% of you were aware.</p>	<p>NHS England is currently asking the Practice to reach a target of 30% of patients using online services by April 2020.</p> <p>The practice will therefore actively be promoting online services opportunistically. A member of staff may encourage you to sign up for a service you are not currently using if applicable.</p>	<p>Advertising on the practice website, Jayex board in the waiting room, posters around the surgery, opportunistic conversations with patients via telephone or face to face, text messages.</p> <p>We will also be making the registration for online services easier. With appropriate ID, our reception team (with the exception of access to medical records) will be able to action your request at the desk going forward.</p>

We asked you ...	You said ...	Our response ...	Action planned ...
<p>If you were not aware would you be interested in online access to the following:</p> <ol style="list-style-type: none"> 1. Appointment booking and cancellation 2. Ordering of repeat medications 3. Access to your medical records 	<p>78% said yes.</p> <p>72% said yes.</p> <p>88% said yes.</p>	<p>There appears to be a high amount of interest from patients not currently using online services. As above the practice will advertise and promote online services in line with guidance from NHS England.</p>	<p>Provide appropriate support to patients interested in online services.</p>
<p>If you already have access to the above how did you hear about this:</p> <ol style="list-style-type: none"> 1. On registering with the practice 2. On our Website 3. Through our Practice reception team 4. Through posters / media in the practice 5. Elsewhere 	<p>The majority of patients heard about online services through our website, our Practice Reception Team and posters/media in the practice.</p>	<p>We will actively bring online services to the attention of all new patients registering with the practice through our registration pack. We will also continue to generally promote the services as before.</p>	<p>As per our response.</p>

We asked you ...	You said ...	Our response ...	Action planned ...
<p>If you already have access to online services how would you rate these for ease of use?</p> <ol style="list-style-type: none"> 1. Appointment booking and cancellation 2. Ordering of repeat medications 3. Access to your medical records 	<p>On average patients found the online services for appointment booking and cancellations and ordering of repeat medication easy to use.</p>	<p>Less patients were familiar with requesting access to their medical records online. This wasn't surprising as generally only patients who request information from their records have been actively directed to this new service. Although there have been promotional materials around the practice we will be increasing patient awareness in this area.</p>	<p>Patients that make a Subject Access Request will be encouraged to sign up to accessing their medical records online to provide faster and continued access. Guidance dictates new patients will have to wait 3 months from the point of registering for this service to be available.</p>
<p>Do you have a smartphone (that allows you to download and use Apps)?</p>	<p>80% said they did.</p>		
<p>If you do have a smartphone, would you be prepared to download and use an App that would allow the practice to communicate with you regarding your health? This could involve sending you brief health questionnaires or asking if you are available to attend a review appointment, for example.</p>	<p>70% said they would be prepared to download and use an App.</p>	<p>The Practice does not currently have the ability to send information in this way.</p>	<p>This technology will be considered during the coming months.</p>