

ACTION PLAN following GP PATIENT SURVEY 2021

Subject	Local Average %	National Average %	BMC %	Outcome	No action required	Action required	How to achieve	Completion
Find it easy to get through to BMC by telephone	68%	65%	87%	Above local and national %	√			
Find the receptionist at this GP practice helpful	88%	89%	95%	Above local and national %	√			
Satisfied with the general practice appointment times available	64%	63%	61%	Below local and national %		Encourage patients to use the online website service we offer. Inform Patients that due to COVID most of our appointments are being done virtually either by telephone or video call.	MJOG message/AccRux to be sent to patients reminding them to use the website. Email to VPG and letter to those who do not have email or text messaging service.	22/03/2021
Speak to preferred GP	46%	45%	46%	Same as local average, above national %	√			
Choice of appointment offered	70%	73%	77%	Above local and national%	√			
Satisfied with the type of appointment they were offered	70%	73%	77%	Above local and national %	√			
Took the appointment they were offered	93%	93%	95%	Above local and national %	√			

Described their experience of making an appointment good	65%	65%	79%	Above local and national %	√			
Waited 15 minutes or less after their appointment time to be seen at their last GP appointment	68%	70%	81%	Above local and national %	√			
Healthcare Professional they saw or spoke to was good at giving enough time during their last GP appointment	86%	86%	85%	Below local and national by 1%		We will look at how we can make improvements to ensure patients are receiving the best possible service/time from the Clinicians.	Clinicians to give patients the time they require, where possible, during their consultation.	22/03/2021
Healthcare professional they saw or spoke to was good at listening to them during their last GP appointment	88%	87%	94%	Above local and national %	√			
Patient involved as much as they wanted to be in decisions about their care and treatment during their last GP appointment	93%	93%	93%	In line with local and national %	√			
Had confident and trust in the healthcare professional they saw or spoke to	95%	95%	97%	Above local and national %	√			

during their last GP appointment								
Felt the Healthcare Professional recognised or understood any MH needs during their last GP appointment	85%	85%	94%	Above local and national %	√			
Felt their needs were met during their last GP appointment	93%	94%	94%	Above local % and in line with national %	√			
Have had enough support from local organisation in the last 12 months to help manage their long-term conditions	74%	77%	87%	Above local and national %	√			
Overall experience of BMC	81%	82%	84%	Above local and national %	√			