**Friends and Family Feedback Action Plan April 2017 to April 18 Following PPG Meeting Discussion**

The Group Discussed Friends and Family Feedback for the following period: April 2017 to April 2018 in the meeting dated June 2018. The following actions were identified and actioned as discussed with the Patient Group. For further information please contact Debra Pryce Practice Manager.

Total F&F Within the period - 874

Total “Extremely Likely” Within the period -753

Total “Likely” Within the period - 93

Total “Neither” Within the period - 4

Total “Unlikely” Within the period - 6

Total “Ex Unlikely” Within the period - 15

Total “Don’t Know” Within the period - 3

The group found it a little difficult to analyse the negative feedback due to there being only 3 comments along with the low score choice. Some other comments were regarding personal issues and some were not constructive so the group found they could not assist the practice with the actions as a result.

The group were overall impressed with the high score of the practice and were proud to be part of the Patient Group. The Group will discuss the National Survey results within the meeting and action planning will be published as soon as this has been done.

The Group also discussed the NHS Choices web site where the practice currently has the highes star rating of 5 stars, the group were again very impressed with this.

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| **Actions Identified** | **Plan** | **By When** | **Actioned** |
| 2 comments were made regarding having to wait over 10 minutes past appointment times | * Meeting with clinical staff to ensure they are aware of the survey results
* Ideas to improve on waiting times were to educate patients on the times of appointments
* To keep patients involved and updated re waiting times and delays due to emergencies etc
* To ensure pts are informed as they check in in person that there is a delay in appointment times
* Staff to offer alternative appointments if there is a delay of more than 30 minutes
 | ASAP | All clinical staff are aware of the feedback and a poster has been added to the waiting area re appointment times. The PM will continue to monitor this. Staff have been involved in the PPG meeting so are aware of the actions to be done ASAP.  |