Our first virtual patient participation survey took place during January and February 2020. As it was our very first virtual PPG we wanted to limit the number of questions. The main question being ‘how much do you like the virtual PPG concept? ’. The second question was based on our most recent GP patient survey where only 35% of respondents find it easy to get through to this GP practice by phone.

All of the PPG were offered the opportunity to complete the survey either by hard copy or email. In total 85 patients responded and the practice would like to thank all those patients for taking part. The survey has proved useful in helping the practice to put together an action plan on how to improve access via the phones. See Appendix 1

Overall, how much do you like the virtual PPG concept?

How easy has it been to contact the surgery by telephone in the past 12 months?

**Patient feedback received**

"I do like the app (although have had problem when I was told my appointment had been cancelled) for non-urgent appointments. Last February I was really struggling with a blocked ear and when my alarm went off each morning at 8.30 I would convince myself it was better and didn’t need to take up a doctor’s time. One Sunday evening I looked at the app and there was an appointment for the next day for Dr Maimoon. Have never seen that before-so I booked it and within 10 minutes of seeing him it was cleared and months of agony over!"

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Area | Action required | Timescales | Date completed | Lead |
| RECEPTION BACK | 3 RECEPTIONISTS ON THE BACK ANSWERING CALLS AT ALL TIMES | 1 WEEK | 26/2/20 | SH |
| RECEPTION FRONT | DURING QUIET PERIODS FRONT RECEPTION TO ANSWER PHONE | 1 WEEK | ONGOING | SH |
| PHONE PROVIDER | TO REDUCE WAITING TIME BEFORE NEXT CALL | 3 DAYS | 29/1/20 | PR |

Appendix 1: Development