

**WHITTINGTON MOOR SURGERY
PATIENT PARTICIPATION GROUP
ACTION PLAN 2014/15**

We handed out a patient questionnaire to every patient who came into the surgery. We also handed out questionnaires at the Flu Saturday in October 2014. We distributed 500 questionnaires and 320 were returned. There were four sections in the questionnaire:-

1. ACCESSING THE SURGERY

Using the phones, calling at 8.00am

All administration staff, including the Practice Manager and Deputy Practice Manager are available to answer the phones from 8.00am until 8.45am when the lines are especially busy to deal with the volume of calls. Some days, especially Mondays, the appointments do fill up very quickly.

On Line Booking

We made on line appointments available for GP Registrars during 2014. More recently we have opened up on line booking for all doctors. If you are not yet signed up for on line bookings, please speak to reception. They will need photo evidence and a utility bill. There is an APP available for Smart Phones which can be downloaded. This will enable you to make appointments, cancel appointments and view your Summary Care Record while on the move.

Availability of appointments

We have changed some of our 10 minute on-the-day appointments to 5 minute telephone slots for patients to speak to a doctor rather than coming into the surgery. These slots can be changed back to 10 minute on-the-day appointments if necessary and based on demand.

We have been offering 10 day pre-bookable appointments for some time. We are now offering next day bookings and patients can book 6 weeks in advance from February 2015.

We have received Winter Planning funding once again from North Derbyshire Clinical Commissioning Group. We are using this additional funding to employ locum doctors and to extend the working hours of our existing doctors, offering more appointments for patients.

Text messaging

If we have your mobile telephone number, the system will automatically send you an appointment reminder to your mobile phone. Please remember to update your details whenever they change.

2. WAITING TIMES

I arrive on time for my appointment but the doctor/nurse is running late

If you are booked in to see the on-call doctor there is always the possibility that she will

be called out to an emergency. When you book in for your appointment the receptionist will let you know if they are aware that the doctor or nurse is running late, if there is a long delay you may be given the opportunity to rebook your appointment or possibly to see a different doctor. Sometimes a delay occurs unexpectedly; if you have been waiting for more than 20 minutes past your appointment, with no explanation, please speak to the receptionist.

Long queues at reception making me late checking in

We have purchased an electronic booking in system which allows patients to book themselves in and not queue at reception. We have also purchased a display stand for reception for displaying current patient/practice information.

People can overhear my personal information

The display stand is also used for keeping patients back from the reception desk, therefore improving confidentiality for the patient at the desk.

We ask that people waiting at reception stand back to allow the person at the front of the queue more privacy. We ask for three identifiers from patients to ensure that the correct records are being accessed. If you are unhappy to give your information verbally we are happy to provide a pen and paper so that you can write it down, or to look at some form of ID with the relevant details. Alternatively you can identify yourself with your NHS number as this is a unique personal identifier.

3. OPENING HOURS

Satisfied with opening hours

94% of our patients are satisfied with our opening hours. This figure was 89% in 2013.

More out of hours availability

We provide early GP appointments on a Wednesday morning from 7.00am for doctor and nurse appointments. We also have a doctor and nurse working one Saturday morning each month. From January 2015 we extended our hours on alternate Tuesday evenings from 6.30pm to 8.00pm.

4. OVERALL EXPERIENCE

The 2013 patient questionnaire was good. The 2014 questionnaire is even better.

96% of patients would recommend a new person to register at Whittington Moor Surgery.