**Highcroft Surgery PPG**

**We said…You did - Practice Response Log Review January 2016**

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| **Subject** | **Issue raised** | **Response** | **Remark** |
| Booking appointments | Queues (July 2013/May2015) | Usually a second receptionist when there is a queue of patients | Due to improve when new staff are appointed |
|  | Nurses (Jan 2014) | Triage system will direct patients to see Nurses |  |
|  | Category of Appointment(Mar2014) | Triage designed to distinguish Urgent/less urgent/ routine |  |
|  | Booking on line (Apr 2015/Jun2015) | Survey of current usage to be undertaken | Too few appointments/ too long to wait |
|  | Triage Survey by PPG (Oct 2015) |  | Identified majority of patients satisfied except with telephone contact-too long to get through.System undermined by patients unable to make non-urgent appointments |
|  | Telephone calls from patients with mental health or other issues(Dec 2015) | When patient name is given information is accessed | Patient name should be first thing established |
|  | Difficulty in telephone contact early morning. (May/July 2013 et al.) | Initially Practice declined to consider automated system. Now looking for quotes. Problem being it may involve a complete new system |  |
|  | Cost of failure to keep appointments | Notice of ‘Did not Attend’ numbers posted on board  | Need to add costs/ financial/time etc. |
| Hospital Practice Communication | Need for a faster system of communication (July 2013) | Delays at Hospital end-hopefully forthcoming hospital digitalisation of records may improve situation. Delays at Practice end to be reviewed | Is the Practice communicating with patients after receipt of Hospital report? |
|  | Prescriptions after discharge from Hospital (Apr 2015 | Delay as above. Also Hospital may prescribe medicines not available to the Practice. |  |
| Website | Accuracy re staff details (May 2013) | Website upgraded |  |
|  | Update of PPG section (Sept 2014) | Terms of Reference removed  | Constitution of PPG not included |
|  | Range of information to be addedJan 2015) | Information has or is being added. More information re. repeat prescriptions could be confusing | Intention to add test results and other information relating to an individual subject to use of appropriate terminology. |
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| **Subject** | **Issue raised** | **Response** | **Remark** |
| Waiting Room | Display of Staff names and photos(May 2013) | Request declined due to staff fears regarding abuse etc. |  |
|  | Rude and Abusive Patient behaviour (July 2013) and further occasions | Notice displayed |  |
|  | Signage to toilets etc.(Jan 2014) in the new building |  |  |
|  | Waste bins in the new building  | Under review |  |
|  | Suggestion boxes (Sundry dates 2013) | Only Friends and Family Response Box |  |
|  | Magazines in the new building waiting room | Magazines in the new waiting room | Perhaps the PPG/other patients could add new (appropriate) magazines |
| PPG Meetings | Attendance of a G.P. (Feb 2014) | On only 4 occasions |  |
|  | Improvement of PPG /Practice communication (Dec 2015) | Dr. McKeating attended the meeting of Wednesday 2 Dec. He met with the PPG Chair subsequently. He is to be kept informed of issues and meetings. JM to attend meetings. |  |
|  | Website issues | See ‘Website’ Section of the Log Review |  |
| Buggies of Disabled Patients | July 2013 | Space available in the new building |  |
| Performance Indicators | October 2013 | Not possible as such but checks and self- evaluation on going. Jan 2016 CGC Inspection anticipated shortly |  |
| ‘Juggles’ courses for Diabetic patients | Encouragement of patient participation (Set 2014) | Splendid Information Board provided and Nurses encourage take up. |  |
| Review of Repeat Prescriptions | (June 2015) | The indication Prescription Review is for Doctors and Nurses for action. |  |
| Phlebotomy Forms | Difficulties for disabled patients (Jan 2015) | Forms are now given out directly to patients or sent by post. |  |
| The Practice Wheelchair | Wheelchair used without footrests. An unsafe and dangerous undertaking.(Sept 2015) | There are footrests. Practice to conduct an enquiry re use and suitability of the wheelchair |  |
| Heating in Room 23 | Dec 2015 Patient reports discomfort due to coldness in Room 23 |  |  |
| Accessible Information Standard | Jan 2016 |  |  |