

Manor Park Medical Centre
Local Patient Participation Year End Report 2014

Members for the Patient Participation Group were recruited in the following way:-

Verbally
Notice board in the waiting room
Practice Website
Leaflet / Handouts

Unfortunately we have been unable to recruit patients from all differing ages and backgrounds to the group at present, the practice has endeavoured to recruit patients in the above manner and will continue to do so.

Profile of PRG members

60 +	40%
45 to 60	30%
35 – 45	30%

Male 20%
Female 80%

The Patient Group Meeting was held. Following the patient survey in February 2014, an action plan was agreed with the group (see below).

1. Produced a patient survey of the telephone system.
See below..
2. Patient survey questions discussed and prioritized (minutes of meeting and patient survey questions Patient Participation Group – manorparkmedicalcentre.co.uk - website)
3. Second Meeting to approve to questions prior to publishing (minutes of meeting and approve survey Patient Participation Group - manorparkmedicalcentre.co.uk - website)

Patient Survey published on website and distributed in surgery.

Option One - (The current system)

Our current system only allows 6 people in a queue, after this, callers get the engaged tone.

Draw back :- After these 6 lines are busy callers who get the engaged tone need to try to call again **but patients are not charged when engaged.**

Option Two

A choice system to filter callers needs for example, you would be asked to:-

Press 1 for Doctors/Nurses Appointments then be put in a queuing system.

Press 2 for Home Visits

Press 3 for Test results this line will only be answered after 11.30am

Press 4 for General Enquiries

Draw back :- Anticipated problem would be, during busy periods, having fewer receptionists allocated for taking Doctors/Nurses appointments, because the other lines would have to be manned, could mean longer queuing on the line which means **patients paying extra telephone charges.**

Option Three

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A queuing system without filter choices that could potentially queue up to 50 callers:-

This would state what place you are in the queue and would update you as you move up the queue, but patients would need to stay on the line until they reach the front of the queue but there would be three receptionist answering the calls in turn.

Drawback:- Anticipated problem would be, during busy periods callers could be holding in a queue for quite a while to get to the front of the queuing system, **patients would be paying extra telephone charges while they are in the queue.**

The survey ran for 2 weeks in February 2014. There were a total of 57 responses.

Option 1 – 40 of the 57 patients preferred to keep the system in place at present.

Option 2 - 17 patients opted for the choice to filter system.

Option 3 – 0 results for a queuing system without filter choices.

Patient Comments

- Satisfied with current system- Thank you
- I Use a mobile phone which won't work on a filter system
- I don't actually see a problem with this surgery. I know of a few of my friends have a lot of issues and this one doesn't.

Action plan

The patients group discussed the issue around changing the telephone system. It was decided on balance to remain with the system in place at present. There would be telephone line charges incurred if the patients were in a "caller queuing system". If patients received the engaged tone there would be no charge incurred.

We thought that there was enough interest in a filtered system for us to consider changing to one of these systems, if there was one available that did not charge patients more than a local call rate.

On line booking for appointments to free telephone lines was discussed (available from 10th March 2014). This should reduce telephone calls to the surgery in due course.

Review and feedback to next patient group meeting. – 1 month

Publicise actions taken- and subsequent achievement.

Chloe is to place a poster with these findings in reception to keep all the patients up to date with the results and our decisions.

The decision to open up the booking of appointments on- line will free up telephone lines –this service commences 10th March 2014.

Full report on Patient Participation Group - manorparkmedicalcentre.co.uk - website)

The PPG plans to complete a further patient survey in the autumn of 2014. Reviewing DNA 's in practice.

Information regarding opening hours and extended hours are on the practice website - manorparkmedicalcentre.co.uk

Details of the survey and results are displayed on the Practice Notice Board in surgery and on the website. PPG are minuted.

Minutes of meeting 18th March 2014 published on website. Life Channel surgery notice board.