

Patient Reference Group Practice Action Plan

Priority 4 - How satisfied are you with being able to get an appointment with a GP.			
Total Percentage of Patients who were satisfied with this service	77.5%		
Survey Results			
Action	Deadline May 2015	Practice Lead	Actions Completed?
<p>Although a large majority of patients were satisfied with being able to get an appointment with the GP, few raised the same point: -</p> <p>That is being lack of appointments for patients who start work 9.00 for a full day and would like to come and see a GP before they go to work, or for patients that work night shifts.</p> <p>The GP's and Managers held a meeting to discuss this. It was agreed that the Extended hours that are in place are there for the patients that work late and start early. Presently the practice holds 2 late night clinics and 2 early morning clinics. 1 of the GP's has agreed to change his late night clinic to an early morning clinic for a period of 1 month which is to be reviewed and discussed.</p> <p>This will be addressed and discussed in the next Practice Meeting with plans to ensure that patients points are taking into consideration and the GP's appointment system be discussed ensuring more early clinics become available for working patients.</p>	May 2015	Practice Manager	Under Review

Priority 5 - How satisfied are you with being able to get an appointment with the Practice Nurse.			
Total Percentage of Patients who were satisfied with this service	87.5%		
Survey Results			
	Deadline April 2015		
Action A large majority of patients were satisfied with being able to get an appointment with the Practice Nurse. Although there was a view from a smaller majority of patients that the practice does not have enough Nurse appointments. The practice has suffered a shortness of appointments due to a nurse retiring recently and are in the process of interviewing for a new Practice Nurse, until then the Practice has employed a locum Nurse to ensure all our patients are able to book an appointment. The GP's will continue to interview and eventually appoint a new permanent Practice Nurse in the very near future. To continue to keep the patient's care a priority.	April 2015	Practice Lead	Under Review

Priority 6 - If you have contacted the surgery within the last 12 months, how satisfied were you with your contact with Reception staff.			
Total Percentage of Patients who were satisfied with this service	85%		
Survey Results			
Action	Deadline July 2015	Practice Lead	Actions Completed?
Although a large majority were satisfied with the way the Reception Team contact them. Few raised the point: - Of Reception staff to take more responsibility of helping to resolve patient's queries or problems and to have more customer service skills Training. Staff meeting was held in November 2014 – Options were discussed. How to improve the service that the Receptionist gives to the patients.	April 2015	Practice Manager	Under Review

<p>The management will ensure that any member the Reception Team that requires any training will be given this opportunity to attend courses to enable them to provide the very best patient care and customer service that is needed.</p> <p>Staff members have since been on Medical courses and are presently putting in place Customer service training.</p>			
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Priority 7 - If you have visited the practice recently, how satisfied were you with the cleanliness and decoration of the premises.			
Total Percentage of Patients who were satisfied with this service	84%		
Survey Results			
Action	Deadline December 2015	Practice Lead	Actions Completed?
<p>Although an average majority of patients were satisfied with the cleanliness and decoration of the Surgery, an average amount of patients raised the point: - Of the decoration being shabby and tired and needing some re modernising.</p> <p>A Partners meeting will be held in April 2015 to discuss the re-modernising of the surgery.</p> <p>Several Quotes will need to be gathered.</p> <p>An action plan will need to be drawn up together with research costs, backed by a cost benefit analysis.</p> <p>A meeting with the GP Partners and the Accountant will need to be arranged to discuss any financial implications.</p> <p>Further meetings to discuss which option would be most cost effective with the surgeries budget and with minimal effect to opening hours, health and safety and to most importantly patient care.</p>	December 2015	Practice Manager	Under Review

<p>Priority 8 - We offer an online system that allows you to request medication, book, cancel or view your appointment. If you have used this service how satisfied were you.</p>			
Total Percentage of Patients who were satisfied with this service		47%	
Survey Results			
Action	Deadline April 2015	Practice Lead	Actions Completed?
<p>Although a large majority of patients were satisfied with the online system, there were a few negative comments regarding not always being able to book into the system with their usernames and passwords.</p> <p>The Managers held a meeting and looked at the system in place; it seemed that the problem arose with the way the emails were going out to patients upon Registration.</p> <p>It is found that a number of email addresses were being input incorrectly upon registration, either due to staff not understanding patients writing or misreading the email address with no follow up of calling the patient to confirm if unsure, which caused the patient not being able to log on and use this service beneficially.</p> <p>The Managers held a staff meeting and discussed this thoroughly. After discussion with all staff members it has been decided that upon registration if the staff member is unsure of the correct email address, to telephone the patient to confirm, and also to double check this with another member of staff to ensure these mistakes no longer happen.</p> <p>The large majority of patients that do not have problems with entering the Practices system online are very satisfied with the service of booking and cancelling appointments, and requesting medication.</p> <p>The Practice to hold regular Meetings to review improvements.</p> <p>Further meetings to continue to discuss ways forward to achieve positive results for the patients.</p>	April 2015	Practice Manager	Under Review

Priority 9 - The practice offers an Electronic Prescription Service, where we send your prescription to a nominated pharmacy. If you currently use this service, how satisfied are you with the way the service operates			
Total Percentage of Patients who were satisfied with this service		61%	
Survey Results			
Action	July 2015	Practice Lead	Actions Completed?
<p>Although a large majority of patients were satisfied with the online system, there were a few negative comments regarding choice of Pharmacy and problems patients experienced and some delays experienced.</p> <p>Meeting was held and Practice decided on carrying out an Audit on Prescriptions received from Pharmacies and the turnaround time once received by the Practice. It was found that some Pharmacies were not submitting Prescriptions requests for patients until 24 hours later, which was causing the delay for the patients. Carrying out an Audit on receiving prescriptions from the nominated pharmacies, we found were the time delay was in between the patient presenting the prescription to the pharmacy and the time the pharmacy delivered these to the practice.</p> <p>The Practice now scans all prescriptions received from pharmacies and patients to capture the evidence of the problem.</p> <p>The practice after scanning all prescriptions set a task to the prescription clerk who then either issues the prescription or then tasks this to the GP should there be a query.</p> <p>The practice has found that the complaints from patients are now very low and this is now better controlled, and our patients are happier.</p> <p>Further meetings will be held to monitor the improvement. Scanning and tasking will continue to be carried out on a daily basis.</p>	July 2015	Practice Manager	Under Review

Priority 10 - Would you like the practice to operate a zero tolerance policy for patients who display aggressive behaviour			
Total Percentage of Patients who were satisfied with this service		86%	
Survey Results			
Action	Deadline March 2015	Practice Lead	Actions Completed?
<p>The majority of patients that answered this question were in agreement.</p> <p>This was a very large percentage of patients agreeing to have this implemented.</p> <p>The Practice is holding a meeting in April 2015 to discuss this policy further. We will discuss the comments on the Survey from the patients, and to come to a decision on how to implement this policy in the best possible way for our patients.</p> <p>Further meetings will be agreed to be able to monitor this improvement once this policy has been implemented.</p>			
	May 2015	Practice Manager	Completed
Priority 11 - How satisfied are you with the current telephone triage system that allows patients who require an emergency appointment access to a GP on the same day.			
Total Percentage of Patients who were satisfied with this service		60%	
Survey Results			
Action	Deadline April 2015	Practice Lead	Actions Completed?
<p>Although a large majority of patients were very satisfied with this service since being implemented in November 2014. Few patients raised the point: Of still not knowing that this service was available. We found that the patients that were not aware of this service were patients that very rarely visited the GP's on regular basis.</p>	April 2015	Practice Manager	Under Review

The Managers will hold a meeting and discuss the best possible way of advertising that this service is available and how beneficial this would be to the patients. Options would possibly be:-

Posters in waiting areas

To be posted onto the Practice Website and Nhs Choices – Information regarding the same day emergency telephone triage appointment system in place.

To be added into the Practice Leaflet

Reception Staff to ensure that patients are aware of this service by informing the patient upon visiting or upon telephoning the practice for a query or appointment.

The patients that were aware of the service since being implemented in November 2014 have commented that there is much more opportunity to have either a telephone consultation or appointment with your GP on the same day, and that this is proved to be very helpful, comforting and important to their care.

Regular Practice Meetings will be held to discuss the improvement and if this service should be expanded in the future.