

Action Plan in response to Patient Survey March 2012 –progress as of March 2013

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| Person completing form For the PPG: Clare Tikly, Deputy Chair For the Surgery: Dr Emma Stanley, GP | Name of Practice Charter Medical Centre |
| Position As above | Date 26.3.12 |

| Actions/specific areas for improvement (min 3) | Action agreed | By whom? | By when? | What evidence will indicate progress? |
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| 1 Getting through more readily on the telephone through supporting more patients to use the online appointment booking system, thus taking some pressure off the telephone system | ~set up a virtual screen demonstration in the waiting room to illustrate use of the online booking system ~for a trial period provide real demonstrations of using a laptop to book appointments online, in the waiting room | ~Phil Plunkett ~members of the PPG | 30/06/12 30/06/12 - 14/07/12 | Phil Plunkett to monitor and record daily frequency of use of the online booking system before and after 30/06/12. PPG to interpret results by 30/09/12 |
| <p>A COMPUTER WAS PURCHASED TO PROVIDE WAITING ROOM DEMONSTRATIONS OF THE PATIENT ACCESS ONLINE SERVICE, HOWEVER, FUNDING FOR IT SUPPORT WAS NOT AVAILABLE; THIS WAS ESSENTIAL TO ALLOW ONLY SECURE ACCESS TO THE NHS SERVER VIA OUR COMPUTER NETWORK. IT WAS HOPED THAT MOBILE INTERNET ACCESS, WHICH WAS BEING INSTALLED FOR AN NHS USER OF THE BUILDING, COULD BE USED INSTEAD BUT THIS WAS NOT PERMITTED. UNFORTUNATELY, RECEPTION TO FREE MOBILE INTERNET IS NOT GOOD ENOUGH IN THE WAITING ROOM.</p> <p>STAFF TRAINING REITERATED THAT ROUTINE GP APPOINTMENTS MUST BE SET UP SO THAT THEY ARE AVAILABLE TO BOOK ONLINE. A REDESIGNED SERVICE PROVIDED BY PATIENT ACCESS WENTLIVE THIS YEAR. THIS HAS CAUSED SOME PROBLEMS DUE TO UNFAMILIARITY WITH THE NEW LOG IN. DETAILED FAQ'S WERE WRITTEN ON THE SURGERY WEBSITE TO HELP PATIENTS HAVING PROBLEMS AND THE CHANGES ADVERTISED IN SURGERY. THE NEW SYSTEM ALLOWS PATIENTS TO RESET THEIR PASSWORDS ONLINE AND IT IS HOPED THIS WILL INCREASE INTERNET USE IN THE LONGER TERM.</p> | | | | |
| 2 Getting through more readily on the telephone by | ~provide information, on the waiting room plasma screen and on the website home page, about the | ~Lucy Albu | 30/04/12 | As in 1 (above) |

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| removing the uncertainties about when the online system is accessible | regular 'down' periods when data are being backed up, and about subsequent changes in accessibility | | | |
| INFORMATION ABOUT SYSTEM 'DOWN TIMES' WAS PLACED ON THE WAITING ROOM TV AND OUR WEBSITE IN MAY 2012. | | | | |
| 3 Getting through more readily on the telephone by adjusting the 'down' times on the online booking system | ~consult the PRG about their preferred times for making on-line bookings, and about their experiences of using the online system. This should include a qualitative element. ~if the survey responses indicate that there would be advantages in changing the 'down' time, then make the changes and communicate this to patients as in 2 (above) ~investigate ways of shortening the 'down' time | ~Lucy Albu and the PPG where appropriate. ~Phil Plunkett and Lucy Albu ~Phil Plunkett | | PPG and Lucy Albu to interpret responses and suggest any changes to 'down' time Monitor and record frequency of online booking, before and after any change PPG members to test the online booking system regularly |
| UNFORTUNATELY WE HAVE ESTABLISHED THAT THE SURGERY DOES NOT HAVE THE OPTION TO CHANGE THE TIMING OF BACK UPS ON THE WEEKENDS – AND THE SIZE OF OUR DATA BASE SYSTEMS MEANS THAT WE HAVE TO START BACKUP RATHER EARLY IN THE EVENING. WE HOPE TO UPGRADE TO A WEB BASED SERVER IN THE FUTURE, WHEN WE EXPECT THAT ONLINE ACCOUNTS WILL BE ACCESSIBLE ALMOST 24/7. Lucy. | | | | |
| 4 Making appointments to consult a doctor for more than two days in advance (17.7% of patients surveyed reported that they had not been able to do so despite the fact that it should be possible at all times) | ~survey the PRG about (i) their experiences of advance booking to see any doctor and (ii) their experiences of advance booking to see a particular doctor. Follow up with telephone interviews with selected respondents | ~Lucy Albu with support from PPG members where appropriate | 30/09/12 | PPG and Lucy Albu to interpret survey responses and interview reports |
| <p>For comparison, on Question 16 of the GP National Survey which ran from July 2011 to March 2012, in response to the statement 'I couldn't book ahead at my GP Surgery', no patients reported that this was the reason that they had been unable to get an appointment, compared to 12% of patients locally and 12% nationally.</p> <p>THE 2012'13 SURVEY WILL ATTEMPT TO GET MORE DETAILED FEEDBACK ON THIS AREA USING OPEN AND CLOSED QUESTIONS.</p> | | | | |
| 5 Ease of booking an appointment with a nurse (currently not available through the online system) | ~discuss with the Lead Nurse, Lynn Barnard, the possibilities and restraints concerning online booking of appointments ~implement a trial period of some online booking of | ~Phil Plunkett ~Phil Plunkett | 30/05/12 As | Reported outcomes of the consultation Monitoring and reporting of |

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| | nurse appointments, if this seems feasible | in consultation with Lynn Bernard | determined during discussion | frequency of online bookings of nurse appointments |
| <p>NURSING AND RECEPTION TEAMS HAVE LEARNED HOW TO CREATE APPOINTMENT TYPES WITH SEARCHABLE LABELS AND THIS SHOULD SPEED UP THE PROCESS OF APPOINTMENT BOOKING OVER THE TELEPHONE. IT WAS HOPED THAT THESE LABELS WOULD PROVIDE AN ONLINE SOLUTION – BUT THEY ARE VERY DIFFICULT TO READ ONLINE. WE HAVE BEEN UNABLE TO FIND A WORKABLE SOLUTION WITH THE CURRENT SERVICE OFFERED BY PATIENT ACCESS</p> <p>A DEDICATED DIRECT DIAL TELEPHONE LINE HAS BEEN INSTALLED FOR THE USE OF PATIENTS WITH CHRONIC DISEASE WHO ARE ASKED TO MAKE ANNUAL MONITORING APPOINTMENTS WITH THE NURSE. Lucy</p> | | | | |
| 6 Practice opening hours (95.2% of patient said they were 'satisfied' or 'fairly satisfied' with the opening hours, yet 52.9% said they would like other opening times) | ~survey the PRG about (i) their perceptions of current opening times and (ii) their preferences for other opening times. Follow up with telephone interviews with selected respondents | ~Lucy Albu with support from PPG members where appropriate | 30/05/12 OR 30/09/12 as in 4 (above) | PPG and Lucy Albu to interpret survey responses and interview reports, to discern whether less ambiguous questioning clarifies responses |
| <p>For comparison, on the GP National Survey which ran from July 2011 to March 2012, responses to the question 'which of the following additional times would make it easier for you to see or speak to someone?' were as follows: Before 8am = 27%, at lunchtime = 21%, after 6.30pm = 84%, on a Saturday = 68%, on a Sunday = 42% (N=39)</p> <p>FOLLOW UP: PREFERENCE OF ADDITIONAL EVENING HAS BEEN INCLUDED IN THE 2012'13 SURVEY</p> | | | | |
| 7 Accessing information to help with long-standing health issues (patient uncertainty about whether or not they have a written care plan) | ~raise awareness about which groups of patients can expect to receive a written care plan by (i) displaying this information on the plasma screen in the waiting room and (ii) asking patients who have written care plans to bring them to appointments with doctors or nurses ~write information about approved websites on prescription forms, on display space in the waiting room, on the plasma screen in the waiting room | ~(i) Lucy Albu and (ii) personnel during booking of appointments ~Phil Plunkett and Lucy Albu | | Lucy Albu and PPG to monitor changes in responses to survey questions about information to help with long-standing health issues. Doctors and nurses to be asked if they notice whether or not patients with long-standing health issues become better informed and more |

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| | | | | confident about how to help themselves |
| <p>INFORMATION ABOUT LONG TERM CONDITIONS, ANNUAL REVIEWS AND CARE PLANS HAS BEEN PUT ON THE WEB SITE AND THE WAITING ROOM TV. A NEW SYSTEM OF ANNUAL REVIEWS IS UNDER WAY. NEW BRIGHTON AND HOVE HEALTH AND SOCIAL CARE INFORMATION WEBSITE: http://www.ipbh.org.uk/ AND PATIENT INFORMATION PRESCRIPTIONS ADVERTISED.</p> <p>IT WAS HOPED THAT PATIENTS WOULD BE ABLE TO ACCESS HEALTH INFORMATION AND ADVICE FROM APPROVED SITES THROUGH A COMPUTER IN THE WAITING ROOM HOWEVER FUNDING FOR IT SUPPORT WAS NOT AVAILABLE; THIS WAS ESSENTIAL TO ALLOW ONLY RESTRICTED USE OF OUR COMPUTER NETWORK IN ORDER TO ACCESS THE NHS SERVER. IT WAS HOPED THAT MOBILE INTERNET ACCESS, BEING INSTALLED FOR AN NHS USER OF THE BUILDING, MIGHT BE USED BUT THIS WAS NOT PERMITTED. RECEPTION TO FREE MOBILE INTERNET IS NOT GOOD ENOUGH IN THE WAITING ROOM.</p> | | | | |

Action Planning to Improve the Demographic Balance within the PRG and, consequently, the Reliability of Evidence Based on Survey Outcomes

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| 8 Increase male membership of the PRG | ~organise a 'Men's' Health' event in the medical centre, based on experience within the Practice and within other practices in Brighton and Hove | ~Lucy Albu with support from the PPG | | Increased male recruitment to the PRG |
| 600 MEN AGED 40 TO 70 WERE INVITED TO AN NHS HEALTHCHECK DAY ON SATURDAY 7TH JULY 2012 - Lucy | | | | |
| 9 Increase membership of patients who live in residential care homes | ~visit care homes, with permission from their managers, to explain the purposes of the PRG and ask managers to administer surveys | ~Chair and Deputy Chair of PPG | Prior to next patient survey | Recruitment to the PRG of some patients from residential care homes |
| 10 Increase membership of the PRG of patients whose first language is not English | ~visit community organisations of which patients whose first language is not English are members, to explain the purposes of the PRG and PPG, giving them the opportunity to join one or both patient groups | ~PPG members | 31/05/12 | Recruitment to one or both PRG and PPG more patients for whom English is not their first language |
| THE PPG HAS RECRUITED A POLISH COMMUNITY REPRESENTATIVE - Lucy | | | | |