



*Bringing the community into the practice*

**THE GENERAL PRACTICE SURVEY  
ACTION PLAN MARCH 2013**

The survey is now complete and the results have been collated and a report produced by Roy Clarke. The practice would like to thank the members of the PPG group who gave their time to ensure the survey was completed and to thank Roy for producing both the survey and the report. The report was discussed at a sub meeting between John Hargreaves (chair), Roy Clarke, Pat Bailes (practice manager) and Anne Morgan (receptionist).

All aspects were been discussed and the following actions have been agreed for the future.

AREA FOR IMPROVEMENT	ACTIONS	EXPECTED OUTCOME
<p><b>Reception.</b></p>	<p>Some patients commented on the look or reception and the need to revamp this,</p> <ul style="list-style-type: none"> <li>• to many desks – clip boards to be available for new registrations</li> <li>• tatty futon in the porch – to be replaced with chairs</li> <li>• gate on the play area – there used to be a gate but children were trapping fingers and so this was removed</li> </ul> <p>Pat has discussed the reception with the Management Team who have asked Pat to obtain quotes and plans to modernise and improve the area.</p>	<p>Improve the patients experience and overall satisfaction for both patients and staff.</p>

<p><b>Bloods.</b></p>	<p>This has always been an area patient have highlighted as a service they would like us to provide. This has also been discussed at practice level and the practice feel that this would use up to many appointments for the Health Care Workers which would make access difficult and it is a service that is indirectly paid for by practices.</p>	<p>Greater choice for patients as to where they would like their bloods taken. Overall patient satisfaction improved.</p>
<p><b>New patient information leaflet.</b></p>	<p>How information about the practice is relayed to patients was discussed and that on the survey many patients were not aware of how appointments worked, how to order a prescription etc. The group thought that an information leaflet would be useful to give out to all new patients as well as existing patients. Pat will ask one of the staff to produce this and we will review at the next PPG meeting.</p>	<p>Improvement in communication.</p>
<p><b>Appointments.</b></p>	<p>The patients highlighted that getting an appointment was sometimes difficult and ringing at 8am and was sometimes a bit of a lottery.</p> <p>This has not helped with having locum doctors as patients often return to see the practice GP's.</p> <p>Some patients were not aware that the practice offer pre bookable appointments. Pat is to highlight to receptionists at the next staff meeting that if all appointments are gone for the day then there should be the following options offered</p> <ul style="list-style-type: none"> <li>• Ring back for any cancellations</li> <li>• Offer a telephone consultation</li> <li>• Offer a prebookable (could be several days away)</li> <li>• Ring back tomorrow</li> </ul>	<p>The practice now has a new doctor and therefore will not be using locums except to cover for doctors holidays or sickness.</p> <p>This should improve the patients experience and make them aware of other options</p>

<b>Phones</b>	It is sometimes difficult to get through on the phone. Pat has 3 or 4 staff on at 8am to answer phones, it was agreed that this is sometimes difficult. The staff are informed at induction that phones are priority and this will be an agenda item at the next staff meeting.	To improve the patient experience.
<b>Prescriptions</b>	<p>Patients would like to be able to order their prescriptions over the telephone. The practice surveyed this a few years ago and this was taking too much time and also clogging the telephones. There are now so many medications that sound similar that the practice felt that it was dangerous for the staff to take over the phone as mistakes can be made and therefore the decision was made that the practice stopped taking them over the phone but do offer the following options</p> <ul style="list-style-type: none"> <li>• Order by fax</li> <li>• Chemists will order and collect</li> <li>• Give repeat slip back when collecting and the script will be ready in 28 days time</li> </ul> <p>These options will also be included in the patient information leaflet to be produced.</p>	Patients will have greater choice.
<b>Radio</b>	Choice of music was highlighted. Classic FM was suggested but the practice feel that this will not suit all patients. This is a difficult area but one that is essential to ensure patient confidentiality, we thought a compromise of Radio 2.	Appeal to the majority of the patients.