



# HIGH STREET MEDICAL PRACTICE 2014 LOCAL PARTICIPATION REPORT

## Results of feedback from patients during 2014

This is the third addition of our Patient Panel report. High Street has a Patient Panel Group representing the views of our 5000 or so patients. It has been running for almost three years now and we used to have 6 members, however we currently now only have 5 members. At the moment our group needs MORE MEMBERS, so if you are interested in shaping your future, assisting with surveys, having an opportunity to have your say, and can attend four meetings a year, then PLEASE ask for a form at reception.

### **YOUR SURGERY NEEDS YOU!!**

We were asked by our CCG to review patient feedback this year as part of our patient participation Group. During the year we have received lots of feedback and have chosen the top 3 priority area's which coincided with the other two practices within the building.

### **Priority Area's for improvement**

1. Flooring in the shared waiting area's on the ground floor and first floor of the building.
2. Deaf Awareness
3. Carer's Register

### **Actions**

1. The 3 practices within the building had discussions with Infection Control who advised that if we were going to replace the carpet it should ideally be replaced with an alternative flooring. This would also meet Health & Safety issues. We are currently waiting for some quotes and hope to replace the flooring (funds permitting) in the near future.
2. A new T-Loop system is in place on the reception desks, this has been tested by the Deaf Support Network who have also carried out an audit of our practice (results over-leaf). We have additional signage within the waiting areas informing patients of the T-Loop system. The staff are also booked onto deaf awareness training.
3. We have appointed a Carer's Link (Birgit Hankin) who is also one of the Health Care assistant's at High Street, and you may have had your blood taken by her!! She has been doing some excellent work with the Carer's Link Board in the waiting room, and she sign-posts carer's to relevant organisations who can offer help and support. Since April of last year we have increased our numbers of known carer's from 10 to 68!!

Issue 4

**4th February 2015**

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#### • **Surgery Opening Times:**

We are open from 8am until 6.30pm Monday to Friday.

In addition, we also operate an extended hours clinic on a Monday evening from 6.30pm until 7.30pm with the Doctors and also the **Practice Nurses**. These appointments are bookable in advance.

### **PATIENT PANEL**

**A big thank-you to our patient panel members once again for your assistance with the flu clinics!**

**If you would like to have a say in the way in which we shape the appointment system, we are responsive to your needs why not join our patient panel? We meet about 4 times a year and take part in surveys etc... If you are interested please ask for a form at**

<b>Areas Audited</b>	<b>Existing provision for D/deaf patients</b>			
<b>Reception Area</b>	Improvement recommended	Adequate	Very good	<b>Excellent</b>
<b>Comments:</b> This surgery is located within the purpose built Dene Drive Primary Care Centre; High Street Medical Practice is one of three surgeries based here along with a wide variety of Community Health Services. The reception area is large, bright with clear signage. The area is shared with another GP surgery and there are a variety of Health information boards & screens.				
<b>Reception desk/Welcome</b>	Improvement recommended	Adequate	<b>Very Good</b>	<b>Excellent</b>
<b>Comments:</b> The reception staff sit behind a large desk area which serves two GP surgeries. Clear signage indicates where each surgery is served by dedicated receptionists. There are no obstacles to clear communication and although there is a risk of other patients hearing conversations there is large clear signage at the reception desk advising there is a private room is available if required. Front-line staff have received D/deaf Awareness Training in the past and this is scheduled to be updated in March this year. Patients can check in at reception or at a digital check in point.				
<b>Reception desk (loop system)</b>	Improvement recommended	Adequate	Very Good	<b>Excellent</b>
<b>Comments:</b> There is a portable loop system at the reception point and clear signage indicates its location. It is always switched on and was in good working order. The system is technically checked annually, discussed appointing one of the front-line staff to be a 'D/deaf Champion' to complete the necessary tasks to ensure the loop is in working order on a regular basis.				
<b>Appointment booking system</b>	Improvement recommended	Adequate	<b>Very Good ü</b>	Excellent
<b>Comments:</b> Appointments can be made by telephone, online or face to face. There is no incoming SMS facility.				
<b>D/deaf patients' communication needs noted on patient records?</b>	Improvement recommended	Adequate	Very Good	<b>Excellent</b>
<b>Comments:</b> D/deaf patients hearing loss/communication needs are highlighted/coded on patient records; this also ensures the information is included on referrals to other Health providers/services.				
<b>Is a clear process in place for booking BSL Interpreters/ Lipspeakers</b>	Improvement recommended	Adequate	Very Good	<b>Excellent</b>
<b>Comments:</b> Yes, there is a clear process for booking interpreters.				
<b>System for calling patients through to GP/Nurse etc.</b>	Improvement recommended	Adequate	Very Good	<b>Excellent</b>
<b>Comments:</b> A large screen advises patients when it is their turn and/or the doctor/nurse greets them personally.				
<b>Processing enquiries for Prescriptions</b>	Improvement recommended	Adequate	<b>Very Good ü</b>	Excellent
<b>Comments:</b> Prescription enquires can be made face to face or online.				
<b>Any D/deaf members on PPG?</b>	<b>Improvement recommended ü</b>	Adequate	Very Good	Excellent
<b>Comments:</b> No				
<b>Is Social prescribing offered?</b>	Improvement recommended	Adequate	Very Good	<b>Excellent</b>
<b>Comments:</b> Yes, this surgery has links with a wide variety of community based service providers and refers patients accordingly.				
<b>Is a visual alert to Fire Alarm in place</b>	Improvement recommended	Adequate	Very Good	<b>Excellent</b>
<b>Comments:</b> Yes, there is a fire evacuation procedure in place and a visual fire alarm in the toilets.				