

Post-Patient Questionnaire Action plan and Outcomes – Oct 2012

1. Continue to promote patient forum and virtual PRG

Outcome: we have seen a slight decline in membership of the Patient forum founder members 'retiring' and some new members struggling to attend meeting. Agreed that we will need to actively promote the forum at the practice via "event days" e.g. flu vaccination day, and newsletter

However, there has been a gradual increase in membership to the virtual group, particularly from new patients joining the practice. We will continue to promote the group in this way, as well as some targeted initiatives to increase and widen representation of all age groups.

2. Continue to offer consistent level of appointment access (within 2 working day)

Outcome: We have continued to maintain high level of access of appointments, and have implemented a 5 minute appointments each afternoon specifically for children.

We will continue to offer direct email to doctors as this helps manage demand for appointments.

3. 3 month pilot offering "double" appointments for patients who request, and assess appropriateness and impact of appointments availability (restrictions to apply e.g. specific GPs / specific days) – see Q7

Outcome: Our 3 month pilot demonstrated that there was very little demand for double appointments, with patients using appointment sensibly. Where more time was required it tended to be the GP who requested a double appointment for a follow up for specific reasons.

We will continue to offer double appointments if requested, and these will be monitored to review necessity and effectiveness.

4. 3mth pilot reserve last 3 appointments of late night appointments as pre-bookable only for working patients (if not booked these appointments will be available for all patients on the same day) – see Q8

Outcome: Obviously not all patients over 65 years of age are retired, and not all patients <65 years are working. However, a crude analysis of the appointments booked during our evening surgeries showed that patients of all ages utilised appointments in the evening, although patients <45 years tended to book appointment after 7pm.

Therefore reserving appointments between 19:20 – 19:50 seems unnecessary but we will continue to monitor usage

5. Introduce new policy of booking appointments with preferred GP maximum of 2 weeks ahead (see Q6)

Outcome: We will continue to enforce this policy to prevent GPs appointments being booked too far in advance, although the GP has the discretion to book into their own clinic more than 2 weeks if they so wish.

6. Continue to promote online services

Outcome: We are continuing to promote online services to our patients through newsletter, new patient registration packs, posters, Jayex notice screen.

7. Plan project to commence using email as first line of communication communication with patients (where appropriate) as of April / May 2012 (see Q15 & 17)

Outcome: We are gradually increasing our email database and we plan to start emailing patients more regularly in 2013 instead of post.

All new patient registrations require consent to use email and mobile as a way to communicate, and over 90% of patients are in support of this.

8. Review and amend Marple Cottage Patient Forum health event plan to address interests shown by patients in Q18

Outcome: The patient forum is constantly reviewing their health promotion plan