

Action plan priority areas and implementation

Priority area 1

Description of priority area: **Promotion and Expansion of Patient Online Services**

The practice team have, for a long time, acknowledged the benefits to patients of having access to the online services.

Online services can help to improve access to care services, making them more convenient for patients and carers. This in turn contributes to improvements in levels of patient satisfaction and more efficient delivery of services.

A review of our 2013/14 survey results showed that whilst most patients surveyed were aware of the online services we offer only a small percentage had signed up to access them. The responses from patients that had signed up were very positive with patients commenting on the benefits of being offered more choice and control in how they access GP services.

Following the feedback from the patient survey the practice team agreed that the promotion and expansion of the Patient Online Services to patients would be a priority.

Focusing on this area would enable the practice to be ready to fulfil the contractual obligations regarding access to online services when they come into force in April 2015

What actions were taken to address the priority?

The practice has used a wide range of promotional tools including

- Patient information posters and leaflets available in the waiting room
- Information message displayed to patient on the practice call system
- Practice website
- Reception staff actively promote the services to new & existing patients
- Clinicians actively promote the services to patients during consultations
- Practice Leaflet (given out to new patients as part of the registration process)

Result of actions and impact on patients and carers (including how publicised):

As part of a recent survey we asked our patients about online services.

A comparison review of the 2013/14 & 2014/15 patient survey showed the following:

	<u>2013/14</u>	<u>2014/15</u>
Using online appointment system	6%	31%
Using online prescription ordering system	36%	40%

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The results show that the numbers of patients using the online services has increased.

Online services are an extra option for those who wish to use them and will not replace other ways of contacting the practice, such as by phone or in person. However, by freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who do not have a computer will find it easier to contact the practice.

Patients have said that that they have found access to their summary information (e.g. allergies) helpful when completing forms provided by health service providers.

**Description of priority area: Car Parking**

Following a review of the 2013/14 patient survey we found that a large number of patients had commented that they have experienced difficulties with car parking when they attend the surgery. Also the reception team receive comments on a daily basis from patients at the desk. The feedback has been that this can make patients late for their appointment or they have to park a long way away which can impact on patients with reduced mobility or on carers that have to attend with patients.

**What actions were taken to address the priority?**

Whilst the options for expanding the car parking were limited we used the relocation of the pharmacy as an opportunity to free up additional spaces by removing trees on the side car park. We have had the line markings painted to encourage patients to park within the designated spaces to maximise the available spaces. We have moved 2 of the designated doctor spaces to allow more access room for disabled patients and their carers. We looked into renting more car parking spaces but this wasn't possible as the option has been utilised by other local organisations. We do endeavour to monitor who is using our car park and ask people to move if they are not attending the surgery or using the pharmacy. We also ask patients to park appropriately when attending the surgery e.g. the parking spaces marked for disabled drivers should not be used by other patients.

**Result of actions and impact on patients and carers (including how publicised):**

The results of the 2014/15 patient survey show fewer patients commented on difficulties with car parking. We hope that when the building works in Hale Barns have been completed patients may be able to utilise the local car parks during busy periods.

**Description of priority area: Patients failing to attend their appointments**

As part of the 2013/14 patient survey report we highlighted our concerns about the increasingly high number of patients that fail to attend appointments without notifying the practice. We received lots of feedback from the VPPG who were astonished at the high numbers. The most alarming element of the research into missed appointments was the high number of patients that call to request an urgent appointment, are given an appointment within an hour and then fail to attend but then call back to request another urgent appointment later in the day.

**What actions were taken to address the priority?**

We implemented a DNA policy where patients that fail to attend 3 consecutive appointments will receive a letter from the practice informing them of the dates of the missed appointments and advising that they maybe de-registered and have to find another practice if they continue to miss appointments.

We publish our do not attend figures on a quarterly basis on our website and at the request of a number of VPPG members we will also display the figures on our reception desk to further raise awareness.

**Result of actions and impact on patients and carers (including how publicised):**

The figures below show the number of missed appointments for the last 5 years:

<b><i>01.04.2010 - 25.03.2011</i></b>	<b><i>283</i></b>
<b><i>01.04.2011 - 25.03.2012</i></b>	<b><i>313</i></b>
<b><i>01.04.2012 - 25.03.2013</i></b>	<b><i>384</i></b>
<b><i>01.04.2013 - 25.03.2014</i></b>	<b><i>461</i></b>
<b><i>01.04.2014 - 25.03.2015</i></b>	<b><i>412</i></b>

Whilst the figures are still too high we are pleased to report that there has been a decrease in the number of patients failing to attend their appointments.

The figures will be displayed on our website and in our reception areas.

We will continue with our DNA policy and monitor the figures on a quarterly basis

Ensuring that patients can access a clinician in a timely manner when they need to is a high priority for all of the practice team.

The majority of comments from patients that completed the Friends & Family Test & our patient survey were in praise of the efficiency of our appointment system especially the availability of appointments when needed and also the ease by which they can speak to a doctor for advice.