

COMMENTS AND ACTION PLAN FEBRUARY 2013

Our questionnaire gathered 60 comments from our patients. They were 34 positive comments praising the care given, our team and our systems. 26 were negative comments. The comments were grouped into 6 areas. The comments were discussed with the patient group and our practice team during February and March 2013.

Area	Comment	Response/Action	TIMESCALE
Appointments	Ability to book routine* appointments on line in terms of availability and the process	Review the process for booking on line, produce an information leaflet to assist patients with this service	Sept 2013 in conjunction with PPG/SAP/TM
	Pre-bookable* appointments	One of the outcomes of our first survey was that the Practice agreed to review our appointment system once the new computer system had been installed. Due to unexpected illness, Dr Kapeller, one of our full time partners is absent from the Practice therefore the date for reviewing the appointment system has been postponed.	Dec 2013
	Telephone system	The telephone system was introduced as a response to patients who complained about either obtaining the engaged tone or ringing out no reply however some patients are unhappy about the queuing system. We may well see a reduction in these comments as patients become more aware of the new numbers available	Await next survey

<p>Telephone</p>	<p>Telephone availability in the morning* 0845 number</p>	<p>This element would also form part of the appointment review In response to the results of our survey in 2012 we changed our Wickersley telephone number from a 0845 to a local number 544000.</p> <p>As the Clifton 0844 number is tied to a fixed term contract and offers some functionality that some patients like we are proposing we offer a new local number for patients who have either mobiles or a call plan that does not include 0844/5 numbers. This will enable patients have the choice of which number to use. The patient group felt this was a reasonable solution to the problem.</p>	<p>Dec 2013</p> <p>Publish the new number for Clifton Medical Centre when available approx Apr/May 2013</p>
<p>Cancellation of clinics</p>	<p>An appointment had been made 6 weeks ago only to be told 2 days ago that the Dr was unavailable</p>	<p>Dr Kapeller is absent from the practice for the foreseeable future due to illness. We are using Locum Drs at the moment but unfortunately surgeries were re-arranged due to his unexpected absence</p>	<p>No further action</p>
<p>Room location</p>	<p>Put room numbers with Drs names to stop confusion</p> <p>Self check in does n't state whether the Dr/nurse is upstairs or</p>	<p>Patients are having difficulty particularly on the second floor with locating the room for GP they are seeing. Review signage in the waiting room with one of our patient group members.</p> <p>Review the self check in system to check what information is displayed</p>	<p>Sept 2013/ SAP/TM</p>

	downstairs.		
Lack of time during a consultation	The Doctor has n't the time for you Continuity of care	Devise information leaflet for patients in relation to the appointment system. GR to provide more 'Just ask me' leaflets' so patients can make the most of their consultation	May 2013/GR
Reception	Keep patients informed when running late Receptionist to help out when the queue reaches 7 to help clear it	Investigate whether the jayex system which displays information could be used to advise when surgeries are running late Review reception when new apprentice joins us	June 2013/SAP