

COMMENTS AND ACTION PLAN FEBRUARY 2014

The aim for this year's survey conducted at the end of 2013 was to re-survey the areas previously survey and identified under 'area' on the table. We have made some changes but we knew not everything was complete and we wanted to gain patient feedback on the work so far.

Feedback was gained from patients coming into the practice and from randomly selected patients who were sent a survey to their home. 275 questionnaires were distributed in total and 133 response were gained.

Our survey asked questions and gathered other comments from our patients. As ever we had many positive comments about the service we provide and our team however we can always improve. Comments and actions have been updated from our previous action plan and one new area identified for this survey by the group (questions 9 and 10) has been and entered. The red text indicates the priorities for 2014.

| Area | Comment | Response/Action | Result of this year's survey | Timescale |
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| Appointments (Ques 1of survey) | Ability to book routine* appointments on line in terms of availability and the process | A summary of our services leaflet was produced in conjunction with the PPG to help patients gain a better understanding of the workings of the practice. A separate guidance sheet was produced to help patients use the online booking system. At this stage it is not practical to have a booking online only system as many people do not have regular access to a computer or the internet therefore the appointment availability is not the same as when telephoning the practice | 48% of patients said they were happy with this service | We have a patient list size of approx 13,500 patients which also changes therefore and will continue to promote our services as much as possible via the website, patient leaflets and reception to raise awareness. |
| | Pre-bookable* appointments | We are in the process of recruiting for the GP vacancy which we | This item is c/f from last year's survey. | Approx 12 months |

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| | Telephone system | <p>currently have. At that point we will look at how the practice operates.</p> <p>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.</p> | No comment was made regarding this point therefore we assume patients have seen an improvement with the introduction of our new local numbers. | Item discharged |
| Telephone (Ques 2) | Telephone availability in the morning* 0845 number | <p>This element would also form part of the appointment review when a new GP is recruited.</p> <p>2 new local numbers were introduced 544000 at Wickerlsey and 363950 at Clifton.</p> <p>As the Clifton 0844 number is tied into a fixed term contract for the time being the 0844 will remain. The PPG group had felt to introduce a new local number was an improvement for patients as they have a choice use of which number to use.</p> | 78% of patients were happy with the changes that have been made. | <p>Approx 12 months</p> <p>Item discharged</p> |
| Room location | Put room numbers with Drs names to stop | Patients are having difficulty particularly on the second floor | 67% of patients felt the signage is clearer. | As feedback from patients identified signage is not |

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| (Ques 3 and 4) | <p>confusion</p> <p>Self check in does n't state whether the Dr/nurse is upstairs or downstairs.</p> | <p>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>69% patients said self check in was easier to use We replaced one self check in screen as patients had encountered problems. The self check in system does display upstairs or downstairs.</p> | <p>clear in the waiting room. The practice will review the waiting room signage to see if further improvements can be made.</p> <p>Approx 6 months</p> <p>Item discharged</p> |
| <p>Lack of time during a consultation</p> <p>(ques 7 and 8)</p> | <p>The Doctor has n't the time for you</p> <p>Continuity of care</p> | <p>Devise information leaflet for patients in relation to the appointment system.</p> <p>GR to provide more 'Just ask me' leaflets' so patients can make the most of their consultation</p> | <p>81% of patients were either unsure or definitely had not seen the leaflets.</p> <p>Those who had seen the leaflets had thought they were helpful.</p> <p>Just ask me leaflets are displayed in the practice/ patient information leaflets also devised.</p> | <p>Investigate including the leaflets in any referral letter the secretaries send to patients.</p> <p>Distribute to patients in conjunction with next patient survey</p> |
| <p>Reception</p> <p>(Ques 5 and 6)</p> | <p>Keep patients informed when running late</p> | <p>Investigate whether the jayex system which displays information could be used to advise when surgeries are running late</p> | <p>35% of patients felt it was useful to know when the surgeries are running late. 64 % had not noticed the messages.</p> | <p>We are experiencing difficulties with the computer system as it is not flexible enough to cope with the messages needed. The practice will review</p> |

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| | Receptionist to help out when the queue reaches 7 to help clear it | Review reception when new apprentice joins us | 27% of patients asked had noticed an improvement however 73% had not noticed any improvement. | both of these areas again to see what changes we can make to improve things for patients. 3-6 months |
| Consultation with locum Doctor (ques 9 and 10) | How satisfied were you with the care you received from a locum? | Due to the illness and passing of one of our GP partners the Practice has needed to employ locums from time to time via a reputable locum agency | 40% of patients said they had not seen a locum. 46% of patients were happy with the treatment they received. | Item discharged of the 8% who were unhappy we are unable to determine whether that would have been the same outcome for one of our GP partners as not every patients likes every Doctor. All complaints are investigated by the practice. |

Sandra Poore, Practice Manager March 2014