

CARITAS GP PARTNERSHIP – DIAL HOUSE MEDICAL CENTRE PATIENT REPRESENTATIVE GROUP

PRG – ACTION PLAN

To follow on from last year's action plan and our proposals for improvement, we would like to report the following changes that have been implemented as a result:

Waiting room facilities

- We planned to redecorate our waiting room and put up new notice boards, which would display targeted information in a clear and concise way. We have received several quotes for this work and are in the process of organising the completion of this.

Telephone answering and access

- To increase availability of routine appointments, we raised awareness of open surgery and our 'Drs' Messages' system (this is whereby patients can ring up for advice from a doctor over the telephone) by placing posters up in the waiting room and ensuring this information is available on our website.

On line prescription ordering

- To try to ensure maximum uptake of the on line ordering, we have added a note on all our prescriptions informing patients to contact the surgery if they wish to access this service. We also added further posters in the reception area advertising this. This information is also available on our website.
- We also arranged training for our reception staff to enable them to assist patients when they request access to this service.

As a result of the feedback from our questionnaire this year we have put together an action plan, covering the following areas:

Waiting times

**Question 1 – How satisfied are you with waiting times at the surgery?
181 responses**

47% of respondents were fairly satisfied and 34% were very satisfied.

Proposals

Overall we are quite pleased with this outcome. This view was backed up with the answer to question 3 – **what is your impression of waiting times at the surgery**, where 72% of respondents said they felt they did not have to wait too long to see the doctor.

Question 6 – How easy was it to book an appointment with a doctor? 166 responses

23% of patients felt this was very easy and 57% fairly easy but 15% of respondents felt this was not at all easy.

Proposals

In open surgery, that is available every day, we are able to offer all patients a same day appointment if they feel their condition is unable to wait for a booked appointment. Some patients, however, may choose to book an appointment with a specific doctor. We do monitor the situation with regards to availability to book appointments ahead and sometimes, where possible, arrange extra clinics.

On-line prescription ordering

Question 8 - Are you aware that we offer an on-line prescription ordering service? 172 responses

47% of patients were unaware that we offered the above service and 29% who were previously unaware of this, said they would now consider using it.

Proposals

To try to ensure maximum uptake of the online ordering, we are proposing to further highlight this service on our website and attach information on this to new patient registration forms, as well as adding our website address to registration forms. We will also ensure that there are colourful posters in the reception area advertising this on a dedicated notice board.

Patient information

Question 8 - Are you aware that there is patient information on our practice website? 172 responses

62% of respondents were unaware of this and 38% were aware that this information was available.

Proposals

This was a really surprising result as we felt that our website was well used and that the majority of patients were aware of its existence. To try to further publicise this useful resource, we will add a line on our prescriptions to make patients aware. The practice website address is also available in our waiting room on various notice boards.

Opening hours

Question 15b – Are you aware that the practice is open one Saturday a month?

173 responses

53% responded saying they were aware and 47% felt they were unaware of this surgery, whereas 66% of patients said they knew we were open at 7am on a Wednesday morning, with 34% being unaware of this.

Proposals

This was surprising as we felt that the vast majority of patients were aware of both our 'extended hours' opening times. We are proposing to try and raise patients' awareness of our Saturday morning opening by making new patients aware of our website and thereby ensuring that when they register with the practice they are fully up to date with our opening hours. This information is also available in our waiting room.

Question 16 – How satisfied are you with the opening hours at the surgery?

179 responses

84% of patients were either very satisfied or fairly satisfied with our opening hours and only 3% reporting to be quite dissatisfied and 1% of respondents were unaware.

Proposals

We felt this was a very positive response to our opening times and we propose to continue to offer our current service during these times.