

CARITAS GP PARTNERSHIP – DIAL HOUSE MEDICAL CENTRE PATIENT REPRESENTATIVE GROUP

PRG – ACTION PLAN

As a result of the feedback from our questionnaire we have put together an action plan.

Question 4 – how easy have you found obtaining test results by phone?

We noted that 23% of respondents have stated that they did not find it very easy to obtain results – this concerned us so we are proposing to dedicate a specific line for results from 2pm onwards. We will publish the telephone number both at reception and on our website to ensure that patients are fully aware of this.

Question 6 - think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or within the next two weekdays that the surgery was open?

Question 7 - if you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?

30% of respondents said that they were not able to see a doctor within the above timescale and 84% said this was because there were no appointments available.

This result was unexpected and we could only speculate that patients were not aware of our open surgery, which is available for people with an urgent medical complaint enabling them to be seen on the same day. As a result of this we are going to make patients more aware of this service both on our website and in the surgery.

Also we are going to actively target patients who regularly do not attend appointments. To do this we are going to speak to clinicians at our practice meetings to make sure that they code DNA's (patients who 'did not attend') correctly, enabling us to easily identify those patients. We will then contact these people in writing to make them aware of the affect this has on the service we offer. We are hoping that by doing this we will reduce the number of wasted appointments, thereby allowing us to offer a greater number of routine appointments.

Questions 16, 17 and 18 – are patients aware that the surgery is open at various times?

A surprisingly high percentage of patients were unaware of our opening hours in response to these questions, correspondingly in answer to question 19 - how satisfied are you with the opening hours at the surgery?, only 5% of patients stated they were unaware of our opening hours. To try to address this problem, we are proposing to make our opening hours more prominent in the surgery by putting them on the front door and also by making sure they are on the website.

To end on a positive note – it was very encouraging to note that in the final question – 93% of patients were either very satisfied or fairly satisfied with the care they receive at Dial House and we are all very proud of that figure.