

CARITAS GP PARTNERSHIP – ELLESMERE MEDICAL CENTRE PATIENT REPRESENTATIVE GROUP

PRG – ACTION PLAN

As a result of last year's action plan we would like to report on the following changes that have been implemented as a result.

- From March 2012, we open one Saturday per month to increase the availability of appointments for patients who work. We believe patients have found this a very useful resource and the clinics are very well attended.
- We have advertised our opening times more clearly in the Practice and our opening hours are also available from our website and the NHS Choices website.
- We have advertised our online appointment booking service widely.
- We have increased the number of receptionists available between 8 am and 10 am so that patients can get through to us more easily.
- We recently reviewed our appointment availability and have routine appointments within a week. There are times when, due to illness/holidays it may take patients slightly longer to get an appointment with the Doctor of their choice. Nonetheless, patients who need an urgent appointment can be seen on the day by the on-call Doctor.
- Patients can be offered the opportunity to discuss their concerns or health issues privately if they wish to do so. There is a glass window to the side of reception, which can be used for this purpose. We will publicise this on our website, as well as in reception.
- Also following on from last year's action plan, we have held two training and development sessions with our reception staff, one of which focussed on patient care.

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

Waiting times

83% are either very satisfied or fairly satisfied with the waiting times at the surgery whereas only 4% are quite dissatisfied. 82% of respondents stated that they had to wait either 5 minutes or 5-15 minutes and 17% felt they had to wait over 15 minutes. 71% of

patients surveyed felt that this wait was acceptable whereas 27% felt the waiting time was either a bit or far too long.

Proposal

These results will be passed on to our clinicians. All our doctors strive to run their clinics on time but not at a cost of patient care as can be seen from our clinical care results.

Clinical care

96% of patients who completed the survey felt that the Doctor was either very easy or fairly easy to understand. 89% of respondents felt the Doctor was very good or good at giving them enough time, with 93% reporting that the Doctor was very good or good at listening to them.

Proposal

We are very pleased with these results and are committed to continuing to provide this quality of care for our patients.

Waiting room facilities

Only 1% of respondents were quite dissatisfied with our waiting room facilities and 97% felt there was enough patient information displayed. 99% of patients surveyed stated our waiting room was either very clean or fairly clean.

Proposal

These results are very positive and will be passed on to our receptionists and team of cleaners.

Telephone answering and access

73% of respondents book their appointments over the telephone with only 2% using our online appointment system. 70% of patients who completed our survey reported that it was either very or fairly easy to get through to the practice on the telephone. 24% felt that it was either not very or not at all easy to get through on the telephone.

27% had not tried to speak to a Doctor, 5% thought not very easy, 3% not easy at all and 20% didn't know. 16% of patients thought it was very easy and 17% though it was fairly easy to speak to a doctor.

Only 12% of patients reported that they were able to obtain test results fairly easily and 17% of patients reported this to be very easy. 52% had not tried and 22% did not know.

Proposal

We are keen to see an increase in the uptake of our online appointment booking system and make it more accessible for all patients. Therefore, we are going to ensure that this is

promoted in the waiting room. We are also going to place it in a prominent position on our website and Practice booklet.

We are aware at busy times that patients sometimes may have to wait a while for the telephone to be answered. Therefore, in anticipation of this response, we have installed a new arrival screen. As a result of this, our receptionists are more available to answer a higher number of phone calls.

We found the results for speaking to a Doctor surprising and we wondered if patients were aware that we offer a telephone consultation service which is triaged daily by the on-call doctor. In order to raise patient awareness on this service, we are proposing to publicise this on our website and in our waiting room.

Test results are only obtainable after 2pm. We will also publicise this in the waiting room and on our website to prevent patients phoning at the wrong time and being unable to receive their results.

On line prescription ordering

49% of patients that answered our survey were unaware that we offered the above service and 49% of respondents who were previously unaware of this, said they would now consider using it.

Proposal

To try to ensure maximum uptake of the online ordering, we are proposing to add a note on all our prescriptions informing patients to contact the surgery if they wish to access this service. We will also ensure that there are further posters in the reception area advertising this. This information is also now available on our website. We are assuming that an increase in the uptake of this service will also help to free up receptionists' time, which can be diverted to answering the phones.