

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, which have been implemented in the last 12 months.

- Online appointments were added to our website and practice booklet to try to increase the uptake of this useful service.
- Our new arrival screen was fitted and in use therefore freeing up receptionists time to answer the telephone.
- Our telephone consultation services for the on-call doctor was advertised in our waiting room and on our website.
- Calling times for test results were put up in the waiting room and on our website to try to prevent patients from phoning at the wrong time and being unable to receive their results.

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 5% are quite dissatisfied. 11% of patients said they waited less than 5 minutes for their appointment with 72% of respondents stated that they had to wait 5-15 minutes and 15% felt they had to wait over 15 minutes. 71% of patients surveyed felt that this wait was acceptable whereas 23% felt the waiting time was either a bit or far too long.

Proposal

These results will be discussed with the clinical team at our next Training and Development session to find out if there is something that can be done to reduce waiting times. It is important to note, however, that all our doctors strive to run their clinics on time and that when they run late, it is often due to the fact that they may have had to either deal with an emergency or spend more time than the allocated ten minute slot with a patient.

Telephone answering and access

84% of respondents book their appointments over the telephone with 4% using our online appointment system. 62% of patients who completed our survey reported that it was

either very or fairly easy to get through to the practice on the telephone. 32% felt that it was either not very or not at all easy to get through on the telephone.

28% had not tried to speak to a Doctor, 4% thought not very easy, 3% not easy at all and 11% didn't know. 20% of patients thought it was very easy and 22% thought it was fairly easy to speak to a doctor.

21% of patients reported that they were able to obtain test results fairly easily and 21% of patients reported this to be very easy. 24% had not tried and 12% did not know.

Proposal

Since our last survey the uptake for online appointment bookings has doubled however it is still only at 4% so, therefore, we propose to advertise this service on our prescriptions and also a dedicated notice board in the waiting room.

We are aware that during busy times, patients sometimes may have to wait a while for the telephone to be answered. Our new arrival screen is up and running therefore freeing up receptionists' time. We also endeavour to reduce our receptionists' workload to enable them more time for answering calls.

All of our dedicated nursing team have been advised to pass on information during a blood test appointment to the patient of how they can obtain their results after 2pm. We will also continue to advertise this in the waiting room and on our website.

On line prescription ordering

43% of patients that answered our survey were unaware that we offered the above service and 37% of respondents who were previously unaware of this, said they would now consider using it.

Proposal

These figures have dropped from last year which tells us that our advertising campaign for this service has worked. We will continue to advertise not only in our waiting room and on our website but we will add this information to our prescriptions for all patients to see.

Patient information

81% of patients who completed our survey feel that the patient information within the waiting room is either very or fairly informative. 4% feel that the information is quite or very uninformative.

Proposal

These results are very positive and will be passed on to our reception team.

Opening hours

41% of patients who completed our survey were unaware that we open at 7am on a Tuesday and Thursday with 56% unaware that we open one Saturday a month.

Proposal

This service has been advertised on posters around the waiting room in the past. We have decided to dedicate a notice board specifically for advertising our early mornings and Saturday clinics. We are also going to place it in a prominent position on our website and practice booklet.