

## **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:**

- We have published the telephone number of our results line both at reception and on our website to ensure that patients are fully aware of this. We also have slips that we give out to patients when bloods are taken with this phone number on.
- In last year's survey it was established that 30% of patients felt they were unable to see a Doctor on the same day or within the next two weekdays. 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 have increased patient awareness by advertising this service both on our website and in the surgery.
- Furthermore, we decided to actively target patients who repeatedly fail to attend appointments, thereby putting extra pressure on our appointment availability. We have now started writing to these patients and also we publish our monthly figures for patients that fail to attend appointments, without prior cancellation. The Practice also now sends text messages to all patients who book an 'extended hours' appointment, which has had a beneficial effect on attendance at these appointments.
- A surprisingly high percentage of patients were unaware of our opening hours in response to last year's survey, therefore, we have now put colourful posters up in the surgery detailing our opening hours and made sure this information is readily available on our website.

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

#### **Waiting times**

47% of respondents were fairly satisfied with waiting times and 39% were very satisfied, while only 3% were dissatisfied and 11% were neither satisfied nor dissatisfied with waiting times.

57% of patients surveyed had to wait 5-15 minutes to see a doctor and 10% had to wait less than 5 minutes, whereas 30% felt they had to wait more than 15 minutes.

### **Proposals**

Overall we are quite pleased with this result; however, we are aware that during open surgery some patients may, on occasion, have to wait longer than expected to see a doctor. We feel this has to be balanced against the benefit of being able to have open access to a doctor on the same day. This view was backed up with the answer to question 3 – **what is your impression of waiting times at the surgery (176 responses)**, where 62% of respondents said they felt they did not have to wait too long to see the doctor.

### **Clinical care**

99% of respondents felt the Doctor was either very easy to understand or fairly easy to understand when they last attended an appointment, whereas only 1% found the Doctor fairly difficult to understand. Also 90% of patients surveyed rated the Doctor as either very good or good, in terms of giving them enough time in a consultation. This positive result is borne out again in 95% of respondents rating the Doctor as either very good or good at listening to patients.

### **Proposals**

The results of all the above questions are very pleasing, with the vast majority of patients reporting a very positive experience during their consultation with a Doctor. We propose to feed back to our clinicians this very encouraging response.

### **Waiting room facilities**

We noted that 51% of respondents have stated that they were very satisfied with the waiting room facilities; therefore, 49% are either fairly satisfied, neither satisfied nor dissatisfied or quite dissatisfied. 92% felt there was an adequate amount of patient information displayed therein. Also 97% of answers showed that patients felt the waiting room was either very clean or fairly clean.

### **Proposals**

In order to try to address the patients' satisfaction with the waiting room facilities, we plan to redecorate the waiting room/reception area and put up new notice boards with specific relevant subjects, which we hope patients will find clear, useful and informative.

### **Telephone answering and access**

The results indicated that 80% of patients surveyed felt that it was either very easy or fairly easy to get through on the phone, whereas 7% felt it was not very easy, 9% had not tried and 2% felt it was not at all easy.

Respondents replied that 38% had not tried to speak to a doctor, 28% found it very easy, 18% fairly easy, whilst only 4% found it not very easy and 1% not at all easy.

51% of patients surveyed found it either very easy or fairly easy to obtain test results by phone and 31% had not tried and 14% did not know. Only 4% found it not at all easy or not very easy.

74% of respondents found it either very easy or fairly easy to book an appointment with a Doctor, whereas 25% of patients surveyed indicated that they found it either not very easy or not at all easy to book an appointment.

92% of responses indicated that they were either very satisfied or fairly satisfied with the promptness of the telephone answering at the surgery, whereas only 2% were quite dissatisfied or very dissatisfied and 6% were neither satisfied nor dissatisfied.

### **Proposals**

The Practice offers an open surgery every morning and this is where the majority of our resources are focussed. In order to increase availability of routine appointments, we will raise awareness of open surgery and our 'Drs' Messages' system (this is whereby patients can ring up for advice from a doctor over the telephone). We will ensure patients are aware of these services via the usual methods (ie website, posters etc).

We have a dedicated phone line for results which opens at 2pm. We have reception staff always on hand to answer this phone, but there may be times when we have not received the results by the time the patient rings. We will ensure that receptionists answer the phone quickly and if the results are unavailable, staff will chase them up, where appropriate.

### **On line prescription ordering**

73% of patients surveyed were unaware that we offered this service and 86% of patients had never used the on line prescription ordering; however 57% of respondents who were previously unaware of this service said they would consider using it and 20% were unsure.

81% of respondents stated that they had found the service to be neither easy nor difficult to use and 18% felt it to be either very easy or fairly easy to use.

### **Proposals**

To try to ensure maximum uptake of the on line 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 available on our website.

81% of respondents reported that they had found it neither easy nor difficult. This is a surprising result as only 14% of respondents had actually used the service. However, we are proposing to offer further training for our staff to enable them to assist patients when they have a problem accessing the on line ordering facility.