

# PATIENT PARTICIPATION ACTION PLAN

## Feb 2015

### OPENING HOURS from 1<sup>st</sup> Feb 2015

New House Surgery is open from 08.00–18.30 every weekday. It also offers extended hours from 18.30–20.30 on Tuesdays and Wednesdays.

Hillside Surgery is open from 08.30-13.00 and 16.00-18.00 on Mondays, 08.30-13.00 and 15.00-17.00 on Tuesdays/ Wednesdays, 08.30-13.00 on Thursdays/Fridays.

Gender mix of practice, population and PPG			Age mix of practice population and PPG							
%	Male	Female	<16	17-24	25-34	35-44	45-54	55-64	65-74	
<i>Practice</i>	49	51	17	7	8	12	17	15	12	
<i>PPG</i>	27	73	0	0	8	10	14	32	30	
Ethnic background of practice population and PPG										
%	No record	British	White	Black	Asian	Chinese	African	Mixed	Travel-ler	Other
<i>Practice</i>	58	2	38	0.2	0.9	0.2	0.06	0.02	0.3	0.3
<i>PPG</i>	0	97		0	0	0	0	0	0	3

### THE PATIENT GROUP

The Patient Group was originally formed during the winter of 2011. Patient Group sign-up forms are available in the practice at both surgeries and on the practice website.

### SOURCES OF FEEDBACK

- NHS Choices website
- Iwantgreatcare website (Friends & Family Test)
- Suggestions boxes in waiting rooms
- Complaints
- Positive Feedback Log

## **PRIORITY ISSUES**

The Patient Group looked at the feedback from NHS Choices, Friends & Family Test, and suggestions boxes and raised the following issues:

- Raise awareness of special clinics and when reviews are due eg BP
- Improve uptake of flu vaccination
- Comments re the original CQC report which graded us as Band 3 (subsequently changed to Band 4) – please note we have not actually had a CQC inspection yet.
- Data security and confidentiality
- Long-term developments
- Notifying patients of waiting times
- New signs on consulting room doors (done)

The majority of the feedback was extremely positive. Appointments remain high on people's list of priorities and the complaints log shows that there were a number of issues with repeat prescriptions.

### 1. Appointments access: understanding the system and managing expectations

We will raise awareness of the appointments system by wider publication of the appointments protocol via appointment leaflets/posters in waiting rooms and on website, plus updates in the newsletter, texting and enclosing information in routine letters.

We will continue to write to patients who DNA (Did Not Attend) and when possible, call them on the day as well. Continue to publish DNA figures in the waiting rooms.

We will continue regular reviews of the appointment system and demands placed on it. An appointment "pool" similar to the one successfully implemented by a practice in Dundee is currently under consideration.

### 2. Information on Waiting Times

The check-in screen already informs people of how many people are waiting to be seen before them.

It is part of the Medical Receptionists' job to inform patients when surgeries are running late and this will be reiterated.

### 3. Repeat Prescribing

The most common complaint in the last year related to repeat prescribing and of those comments, the majority concerned items being missed off a repeat prescription. This may happen for a number of reasons, including human error. All the Medical Receptionists attended a training update recently and had to complete a test, which they all passed. Prescribing policies have been reviewed, as they are annually.