



PATIENT PARTICIPATION ACTION PLAN

This issue contains details of the Action Plan formulated after reviewing feedback from various sources with our Patient Participation Group.

Opening Hours from 1st 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.

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.

Magazines

GPs are only able to offer old magazines in waiting rooms because patients steal the newer ones rather than because staff only provide dated publications, new research has found. University researchers estimate that about £12.6m of magazines go missing from GP practices in the UK every year. They found that 59% of the current magazines disappeared as opposed to the older ones and 96% of the "gossipy" type magazines were removed.

FREQUENTLY ASKED QUESTIONS: Why can't doctors/nurses run their clinics to time?

The fact is that there are many factors outside our control. While GPs do occasionally start late, it is rare but may sometimes be caused by the need to make an urgent call to a patient or hospital before starting their day. More commonly, it is a problem caused by a) patients booking a 10 minute appointment for three different problems - and it could take 10 minutes just to describe them, leaving no room for questions or examination (b) patients arriving with what they think is a simple rash but turns out to be cancer or with what they think is low mood but is in fact severe depression -in cases such as these it would be inappropriate to ask them to leave (c) emergencies happen - on more than one occasion, someone has presented with chest pain which is established to be a heart attack, meaning the GP has no choice but to stay with them until the ambulance arrives. Please be assured that we make every attempt to start on time and that when we are running late, doctors help each other by seeing patients on other doctors' lists. We allocate clinicians "catch-up" slots to give them a chance to keep up too. If you are ever kept waiting for more than 10 minutes, please do go and ask a receptionist what is happening - it is their job to keep you informed.



Would you like to leave feedback for your surgery, doctor or nurse?

NHS Choices

Website: www.nhs.uk

Friends & Family Test

Website: www.iwantgreatcare.org
or use a form in the waiting room

Suggestion Box

Fill in a slip and pop in the grey box in the waiting room

Talk to us

Tell a member of staff your suggestions and comments

If you have any magazines that you have finished with and are in good condition, please do let us have them for our waiting rooms! Thank you