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## Patient Focus Group Action Plan

Patient Focus Group Action Plan – following patient survey.

Q2 & Q3 31% of patients found it easy or fairly easy to get through to the practice on the telephone.  
Q8 20% of patients would prefer to book appointments in person, 60% on the phone and 20% online.

### ACTIONS UNDERTAKEN

- Set-up and trial of 0844 number with call queuing system starting from 1<sup>st</sup> April 2012.

### ACTION AGREED

- Confirm the cost of calls for the 0844 number for those with a normal phone-line, call packages and mobiles.
- Confirm the cost of keeping the 01843 number but to add the queuing features to our existing system.
- Issue the patients with a simple leaflet advising them of the 0844 trial informing them of the cost versus the advantages. There will a section to fill on what patient prefers this can handed back to the surgery.
- Staffing levels to be reviewed at peak times as per the telephone call manager; this will involve adjustments in working hours and/or working patterns for some members of staff.
- Investigate online booking – hopefully this will help reduce incoming calls to the surgery.
- Introduce a procedure for when and how to contact the surgery; this will include specific times to contact the surgery for results and prescription requests. This will avoid peak times and should therefore reduce waiting times on the phones.

- We will also investigate modify the online prescription online ordering system, so that the prescription request can be tracked by the patient.
- Information regarding the above changes will be included in the new patient packs, on the website and on the telephone message.

## **TIMESCALE**

- 0844 number to be trialled for 3 months – systems and survey to be reviewed at next PFG meeting 26<sup>th</sup> June 2012.
- Staff levels and contact procedure to be reviewed in April, changes applied in May and reviewed in June.

## **Appointment System**

Q 4	36% of patients, if they need to see a GP urgently, say they can normally be seen on the same day
Q 5 & Q6	89% of patients say that it's important to be able to appointments ahead of time, 21% of patients find this easy or fairly easy
Q 15	71% of patients say that the practice is open at convenient times
Q 16	18% would like appointments before 8.30am, 6% at lunchtime, 24% after 6.30pm, 41% on Saturdays and 9% on Sundays

Discussion – as a Practice we recognise that although we offer an ‘on the day’ appointment system around 40% of daily appointments are given as ‘pre-booked’ because the patient will need to be followed-up by the GP and/or they are undergoing investigations which need further discussion. It was also mentioned that the previous pre-book system did not work and patients often had to wait weeks before seeing a GP.

## **ACTION AGREED**

- Liaise with other local surgeries to find out the systems they use and what problems they encounter. This will include The Grange, Bethesda, Newington and Northdown.
- Audit our own appointment system – look at how many pre-books, follow-ups, on the day and telephone appointments are actually taken and analyse according to national benchmarks.
- Look at the ‘Did Not Attend’ rates – develop a policy which will be fair but will encourage patients to keep and/or cancel their appointments in good time.
- Re-visit the possibilities of Extended Hours opening.

- Nurse Practitioner Triage – introducing a triage system for those who want an on the day appointment may help to reduce numbers through appropriate sign-posting and advice.

### **Patient Education**

- Engage with patients to ensure they understand the protocols and procedures in place so that appointments can be used appropriately i.e. repeat prescriptions, sick notes etc.
- Staff awareness to ensure these procedures is re-enforced.
- Develop stronger working relationships with other service providers such as Pharmacies so that patients can be appropriately signposted.
- Look into investing into a ‘patient pod’ which patients would be able to make appointments, order prescriptions, update their details etc.
  
- Develop text message reminder system for those who pre-book; ensuring patients’ details are up to date will be essential.

### **TIMESCALE**

- Auditing to be completed with proposed appointment system and ‘DNA’ policy by 26<sup>th</sup> June 2012.
- Advertising, short-listing and interview process to be complete for Nurse Practitioner by 26<sup>th</sup> June 2012.
- Discussion with GPs regarding Extended Hours – results to be discussed at meeting.
- Patient education (ongoing) – ensure that information is available via website, new patient packs, telephone messages and patient call system in waiting room.
- Costing for ‘patient pod’ by 26<sup>th</sup> June 2012.
- Costing for text messaging system – consent forms to be available by 26<sup>th</sup> June 2012.

## **Fixtures and Fittings**

Q 45 How do you rate the décor? 12% Excellent, 21% Very Good, 31% Good, 28% Fair, 6% Poor, 2% Very Poor.

Q 46 How do you rate overall cleanliness? 24% Excellent, 30% Very Good, 30% Good, 12% Fair, 3% Poor, 1% Very Poor

Q 47 How do you rate physical access? 24% Excellent, 37% Very Good, 25% Good, 10% Fair, 2% Poor, 1% Very Poor

Discussion – PFG are aware that there are plans to re-develop the surgery and therefore any major work will be undertaken in the context of the re-build.

### **ACTION AGREED**

- Front door – heavy door, difficult to open – to purchase inexpensive automatic door fitting.
- Patient call systems has been recently introduced – only one screen – waiting room seats face both ways – to purchase second screen.
- Toilets to be deep-cleaned on a regular basis and air fresheners to be purchased.
- Investigate the possibility of having hearing aid batteries for sale at the surgery – answer.

### **TIMESCALE**

- To be completed by next Patient Focus Group meeting to be held on 26<sup>th</sup> June 2012.

### **Fund-raising**

Discussion – Certain members of the group expressed an interest in fundraising for the surgery – to investigate whether the Group has to register as a charity and what the legal implications are by 26<sup>th</sup> June 2012.