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Patient Survey Results and Action Plan

Patient Survey Results and Action Plan – following patient survey 2014/15.

ACTIONS UNDERTAKEN FROM 2014 ACTION PLAN

- A new telephone system has been installed and we have implemented a sit and wait system to ensure that all patients who need to be seen are offered an appointment. We are currently looking to increase our clinical hours and hope to be able to bring a new Dr into the surgery in the near future.
- Online booking – This has been initiated and will hopefully make an improvement in the coming year. Staff have been trained and patients are being transferred to this system
- Introduce a procedure for when and how to contact the surgery; this is addressed on the telephone system telling the patients when they can request results and prescriptions. This will avoid peak times and should therefore reduce waiting times on the phones.
- We are able to send text reminders to patients to help reduce the high number of non-attendances this is a very regular occurrence for nurse appointment.

FURTHER ACTION AGREED

- Further development of the surgery to include the addition of the pharmacy to be moved into the surgery in the coming year
 1. We have had very favourable feedback regarding renovation work so far and patients are very supportive of more development

2. **Prescriptions:** We look forward initiating electronic prescribing during the summer of 2015 we hope that this will streamline the current issues and stop patients needing to chase their prescriptions in the future

- **Continual monitoring of staffing levels to meet demand.** We are currently looking for additional staff and have recently employ a new full time nurse and HCA which we are confident will mae the nurse appointments more obtainable.

We have reviewed the appointment system and made more pre-bookable appointments available.

TIMESCALE

- **Education/Information** – changes to be publicised – patient television, website (old and new), telephone messages, new patient packs, utilise repeat prescriptions and opportunistic mail shots –Texts for Flu and Shingle invitation
- **Website** – we are updating constantly now the new website has been initiated

We have Implemented the new Friends and Family scheme via the web and handing card directly and paper questionnaires are available in reception. Patients are routinely invited to complete the questions so constant monitoring of our service can take place. Patients are slowly taking advantage of this

ACTION PLAN FOR COMING YEAR

- **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**
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- **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 DNA trends and implement reminder systems for patients, either by text message or by telephone, regarding any pre-booked appointment. The changes to the telephone system and the website should also enable patients to better manage their appointments.**
- **Re-visit the possibilities of Extended Hours opening**

FURTHER ACTION AGREED:

- Triage List Appointment System to continue along with extended hours, with regular review of the appointments offered and monitoring of patients whose needs were not met to ensure that there is not a particular trend developing.
- Maintain current clinical team – look to increase if patient population significantly increases.
- Increase access – improvements to the telephones and website will help to reduce DNA rates and create better understanding of the services the surgery offers and how to get the best from the Practice. .
- Increase patient education – please see below.
- Ensure the clinics are added 3 months ahead of time to ensure patients have ability to book at least 4 weeks ahead..

TIMESCALE

PATIENT EDUCATION AND SATISFACTION

*15% of patients said they were able to speak to the GP of their choice most of the time, 30% said some and 0.3% none or almost never
50% of patients felt that the health care professional they had seen was very good at putting them at ease, 19% scored the staff as being good at putting them at ease.*

*48 % said that they felt the Dr had listened to them very well, 23% marked the Drs as being good at understanding their problems
46% said that their condition and treatment had been explained to them fully 28% said that they had had their condition and treatment explained but said the explanation was good.*

*34 % said that they felt involved in decisions made regarding their care
44 % of patients said the surgery was very good and 21% good at arranging treatment for them
74 % of patients would recommend this surgery to someone who has just moved to this area.*

ACTION UNDERTAKEN FOLLOWING 2012 ACTION PLAN

- **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** – ongoing information available via website and patient packs and practice leaflet.
- **Staff awareness to ensure these procedures are reinforced** – induction and ongoing training in place.
- **Develop stronger working relationships with other service providers**, this has been ongoing through the Urgent Care Project, where the surgery has been contacting patients who attend A&E with chronic illnesses or where unscheduled admissions are reviewed by the surgery. This should all raise awareness around the services available as well as ongoing reinforcement from surgery staff through the use of the triage list. We are also looking at the care of the Over 75 community and insuring that they are able to stay independent longer, and they have the information they need to utilise services that may need to be implemented.
- **Develop text message reminder system for those who pre-book; ensuring patients' details are up to date will be essential** – work has begun on this and patient information is being standardised and checked at the point they make contact with the surgery. The software has been purchased, and we are currently updating patient record with consent and up to date contact numbers .

FURTHER ACTION AGREED:

- Continue working on and improving the actions from 2014 – ALL STAFF ONGOING.
- Ensure patient television, telephone information, new patient packs and surgery leaflet are regularly updated –
- Continuation of Patient Support Group to ensure a 360 degree approach is maintained.
- Monitor the new website to include all new and upcoming services that will be starting at the surgery - Ongoing
 - Include information on self help, options regarding urgent care, links to NHS choices on a variety of conditions and information to help patients stay informed and educated regarding their medical circumstances.
 - Clear information regarding the services the surgery offers and the best way to access what is on offer, updated information regarding DNA rates.

- Clear information regarding the telephone system, appointments and what can be arranged online.
- Utilise e-forms on the website to help capture patient information as well as enable the patients to be proactive in arranging their own health care, for example travel forms etc.
- Online prescription and appointment facility – enable patients to better manage their own health care.
- Ease of access to comments forms, complaints procedure and Patient Support Group information, so that the surgery can react to any positive or negative feedback and ensure this is monitored and actions taken as necessary.

TIMESCALE

As above.

FIXTURES & FITTINGS

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... this is still ongoing and, as discussed, is dependant on the addition of the pharmacy, which is now in place and awaiting the building project to be initiated. It is noted that all the positive scores have reduced and the negative scores have slightly increased. At the time of the survey the surgery was undergoing some of the redecoration work in the clinical rooms and it was suggested that the survey was filled in before the patients saw the improvements!

FURTHER ACTION AGREED:

- Pharmacy to continue trading in the temporary building until permanent building erected towards the end of 2014. Final stages of re-build design by the middle of 2015 so that planning and building regulations can be applied for.
- Regular Maintenance / gardeners are employed by the surgery (6hrs a week + addition when required) – ongoing re-decoration, regular deep cleaning of all areas, ongoing external decoration as well as gardening and grounds. LH– ONGOING.

TIMESCALE

As above

OUTCOME

- Surgery will better manage patient demand
- Increase understanding of how and what to access as well as better understanding of services offered.
- Increased access and improved understanding will enable patients to be better equipped to manage their ongoing health needs.
- Provide a future proof building to accommodate the needs of our patient population.