

Action Plan for Westcliffe Medical Practice – from Patients Survey November / December 2011

Produced by the Westcliffe Patient Group

Introduction

Westcliffe Patient Group agreed the priorities and therefore contents of a patient survey and worked with the practice to gain patient feedback. This was through Reception staff handing out the questionnaire to patients as they attended the surgery and through a series of patient interviews. The patient interviews were conducted by members of the patient group over a period of 3 weeks.

The results of the completed questionnaires were monitored against the practice profile to ensure feedback had been sought from a representative group. Where an age group, gender or ethnic group looked to have lower representation the relevant patients were targeted. In the end the profile of patients who responded was comparative to the practice profile in terms of age bands, gender and ethnic group.

The 102 patients who completed the survey showed overwhelming satisfaction with the services being provided by all staff. The data has been collated by the Patient Group and a full report will be published on the practice website shortly.

This action plan is based upon the ideas and suggestions made by patients during the research and has been agreed with the practice.

The action plan is aimed at making practical improvements to the service for patients.

Area examined	What worked well	Problems/ issues	Agreed actions	By whom	By when	Review date
Booking of appointments	Most people got an appointment within an acceptable time, although not with their choice of GP	Most people book through the phone = delays/ costs in getting through on the phone	1. separate out prescription line from appointment line 2. separate out phone line from counter service		Feb 2012 May 2012 when reception area refurbished	

		<p>Low level of usage of web site for booking appointments</p> <p>Lack of data on what causes peak demand;</p>	<p>3. actively promote web site bookings on streamer; in newsletter; on phone whilst waiting to get through</p> <p>4. increase slots available on web site</p> <p>5. some research being conducted on who is ringing for what service.</p> <p>6. research needed into how far ahead people are booking linked to time they are ringing in</p>	<p>Julie to check if possible through existing data</p>		
Area examined	What worked well	Problems/ issues	Agreed actions	By whom	By when	Review date
Booking in on arrival	Receptionists seen as professional, efficient, helpful and friendly but busy; touchscreen used reasonable well	Queues/ congestion around doorways; confusion as to where to go; increase usage of touchscreen	<p>7. second touchscreen</p> <p>8. notice above touchscreen to say can book for all appointments through screen</p> <p>9. offer to help people use touchscreens</p> <p>10. notice up about time / money saved by</p>	PPG	<p>When refurb finished</p> <p>When refurb finished</p>	

			<p>people using touchscreen</p> <p>11. clearly signed dedicated counter for appointments (see 2 above)</p> <p>12. clearly signed dedicated counter for all things to do with prescriptions (see 1 above)</p> <p>13. promotion of ordering prescriptions through web site</p> <p>14. ensure electrons systems switched on by first appointment</p>			
Area examined	What worked well	Problems/ issues	Agreed actions	By whom	By when	Review date
Demand on GPs	People very happy with the service provided by GPs	<p>People wanting to see GP(s) of choice with whom they can build relationship;</p> <p>demand to know who are key GPs</p>	<p>15. development of buddying system between doctors and publication of this</p> <p>16. ensure women GPs available and keep balance of female in practice</p> <p>17. explain who are partners and</p>			

		<p>permanent staff; web site; newsletter; who's who display in surgery</p> <p>18. publicise times when GPs available</p> <p>19. advertise GPs specialisms; web site; newsletter; who's who display in surgery</p> <p>20. advertise other staff accessible in practice; web site; newsletter; display in surgery</p> <p>21. advertise translation services available and need to book; web site; newsletter; display in surgery</p> <p>22. develop strategy to increase awareness – when people ring in; web site; newsletter; display in surgery</p> <p>23.lunch time surgery to be offered M-Th</p>			
		<p>People unaware of specialisms so don't book most appropriate and then have to be referred</p> <p>Request for Urdu speaking GPs.</p> <p>Telephone consultations not known by 30% of respondents</p> <p>Evening / appointments for</p>			

		working people; easier to offer early am than late pm appointments missed appointments/ DNA	11.30 – 1pm 24. explain range of slots available and log unmet demand 25. Planned trial to remind people about diabetes clinics through text/ phone			
Area examined	What worked well	Problems/ issues	Agreed actions	By whom	By when	Review date
Waiting area and experience	Most people okay with it; some suggestions for improvements made	Delays when waiting for appointments Clocks are not showing accurate time Cold from doors being left open or people queuing; H&S issue People not knowing where GPs / staff can be found	27. Encourage people to ask at desk for situation after 20 mins 28. All clocks to be reset and checked 29. Reduce queue levels through better people management 30. Ensure doors never propped open 31. Clearer signage in reception about which rooms are were			

		Noise within the waiting area	32. Reduce volume of radio and seek to change system to offer alternative to radio stations 33. Notices displayed asking people to be quieter especially volume of people on mobile phones etc			
		Keeping people amused whilst waiting; better magazines and a few ideas for more toys, drinks machine, TV.	Provision of better magazines	PPG members to provide; advert to be placed in waiting area for donations		
Area examined	What worked well	Problems/ issues	Agreed actions	By whom	By when	Review date
Web site	It exists	Underused resource; needs to be smarter and more informative to act as public face of practice and attract / keep patents	Review current functions and applications Consider from patients perspective Consider from potential patients perspectives Research actual use of	Discussion with PPG Julie		

			web for ordering of prescriptions			
Communication of research results to public	Over 100 people gave their opinions	Need to feedback to people the outcomes of their involvement	<p>Agree 3 key messages to be put into a quarterly update on the PPG board; you asked ..we did... type of notice – few words</p> <p>Key points to be put into next 2 newsletters</p> <p>Notice on PPG board re what reports area available if asked for</p>	<p>Depends on speed with which actions are being taken</p> <p>See below for suggestions</p>	asap	