

Patient Questionnaire 2014-15 Improvement Action Plan

Priority area 1

Description of priority area: Access to GP appointments

71% of patients who answered the question regarding how quickly they could get an appointment said they could get appointment on same day or next two working days.

This is a 4% drop from the previous year, and although there are some reasons to explain the drop in 2014-15 (eg long term sickness of a GP for 9months) this is an area we feel we should still seek to improve.

What actions were taken to address the priority?

Aside from recruiting a replacement for the GP who did not return from long-term sick we have monitored the feedback from the patient questionnaire on a fortnightly basis and sought new ways to manage same day access demand.

The previous appointment system focussed heavily of provision of all routine appointments being bookable in advance, causing significant pressures on the system when a patient required a GP to triage patient request for same appointment.

Our analysis of the number of same day appointment requests showed variable demand for same day access (ie perceived by patient as urgent for the day)

We therefore piloted a new “ saved for the day” 5 minute appointment system for urgent need, which enables the Support Team to book an appointment on the day without triage from GP required.

Result of actions and impact on patients and carers (including how publicised):

We have discussed this system with the Patient Forum and shared impact data at the Patient Forum meeting in January 2015. Analysis showed that we were providing appropriate capacity to meet demand each day, and suggest that everyone who requested did get a same day appointment (some patients did decline a same day appointment as they did not feel their need was urgent, they wanted an appointment with a specific doctor or felt they needed longer than five minutes).

Based on the results and the anecdotal feedback from the GPs, we agreed to continue with the same day access scheme

We have publicised the new service on the practice communications screen in the waiting room, poster and website, and this action plan will be published on the practice website by 31st March 2015, along with the patient participation report & Patient Questionnaire results

Priority area 2

Description of priority area: Flexibility of opening times

Although patients were not surveyed about satisfaction with opening times there were comments made regarding flexibility of opening times, and perception that surgery was only open 9 – 6pm

What actions were taken to address the priority?

The practice opens at 8am every day, and for several years has offered late night Tuesday and Wednesdays late night GP appointment clinics until 8pm.

However to help improve access and patient satisfaction we implemented new late evening GP and nurse clinics on Thursdays until 8pm now provide appointments on Tuesday, Wednesday and Thursday until 8pm each week.

Result of actions and impact on patients and carers (including how publicised):

These additional clinics have been well received and the practice will continue to provide this additional access.

We have publicised these new clinics through practice posters, a new patient registration pack / leaflet, practice Jayex screen (electronic communication screen), and also through the practice website and NHS Choices website

Priority area 3

Description of priority area: Development of the Patient Participation Group (PPG)

The Patient Forum has continued to support and encourage the development of a “virtual” patient group which provides a wider representation of patients than could ever be achieved through face-to-face meetings. This group of patients can help the practice develop by sharing their views and thoughts through such mechanisms as the practice questionnaire.

What actions were taken to address the priority?

We have continued to promote both the Patient Forum and the PPG within the practice waiting room, website, dedicated Patient forum email address, and to all new patients via a new patient registration form.

To develop further we added a section within the patient questionnaire asking patients to agree to join the PPG

Result of actions and impact on patients and carers (including how publicised):

The PPG has steadily grown in size and we increased membership by 65 patients as a result of the Patient Questionnaire.

However we still only have 7% of our patients who are part of the PPG and we need to increase this to have a more representative patient voice.