

Priority area 2

Description of priority area: On-line booking. This was action point from 2013/14 Survey but IT issues meant this service was not widely used by patients.

What actions were taken to address the priority? Patient Survey showed only 17% booked on-line and only 6% found it satisfactory. We addressed IT issues and ensured all clinicians available for on-line booking. We put all advance booking appointments available to book on-line from February 2015.

Result of actions and impact on patients and carers (including how publicised): On-line booking was advertised on website and TV in waiting room.

This has improved availability of appointments for on-line booking.

This gives a choice of clinicians for on-line booking.

on-line appointments available up to 4 weeks in advance.

Priority area 3

Description of priority area: Telephone Appointment Service allowing access to GP/nurse practitioner to discuss results of investigations and allow follow-up for housebound /working Patients and carers.

What actions were taken to address the priority? Our Patient Survey showed 56% had used this service. Comments and feedback suggested that this service was not fully understood by patients and was underused. Actions taken to advertise Telephone Appointments on website and TV. Reception staff to offer and explain use of Telephone appointment service.

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

- Improve access to GP/NP for discussion of results and follow-up.
- Comments supported this service as useful for carer of patient with dementia and patient who worked full time.
- Telephone Appointment service advertised on website /TV.

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Free text Action Plan 2014

- 1) merger information - Practices merged April 2014. All patients received letters to inform them of merger. Practice website merged and updated. Practice leaflet updated.
- 2) Access to Appointments - iPlato ~~text~~ message service started February 2015. Improvements made to on-line booking following the merger.
- 3) Better communication with patients - Updated phone message at surgeries explaining access options. Phone option for patients to contact practice secretaries for referral queries. Practice updates sent via email to PPG.
Twitter not able to set up at present time.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 26.03.15

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Has the practice received patient and carer feedback from a variety of sources?

Was the PPG involved in the agreement of priority areas and the resulting action plan?

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Do you have any other comments about the PPG or practice in relation to this area of work?

- 1) The practice has an open door policy for patients to discuss any issue with the practice manager also letters and questionnaires are sent out regularly to accommodate all age groups for various check ups etc. Patients are able to access the web site in order to see results of the surveys
- 2) Yes by questionnaires or letters or via through receptionists many of whom have a lot of experience
- 3) Patients are encouraged to voice their views on any matter to do with the future development of both sites also on the care of patients.
- 4) Although it has its problems, working between two widely spaced premises patients seem happy to go to either site, very few are unhappy with this, most are willing to go to either site to see the doctor or nurse practitioners of their choice.
- 5) Once the work is completed to improve the Marlborough Park site is completed it will be a more pleasant place to visit, resulting in happier patients, I do think however that work needs to be done to inform patients of how to book appointments for the future (ie how booking system works) and a better telephone system where patients are not having to ring so many times at 8am in the morning 74