

## **ACTION PLAN (March 2013 Survey)**

### **Introduction**

As part of the Direct Enhanced Service Agreement for the Patient Participation Group Emmett Carr Surgery's Local Patient Participation Group have conducted a survey which was available for patients to complete from September 2012 to the end of January 2013.

The issues classed as a priority were Appointments, Clinical Care, Opening hours, Facilities, Access, and Prescriptions these were included in the local practice survey to try to gather the patient views on the service the practice provided. Suggestions for inclusion in future year surveys and how the service may be improved were also included.

The results of the survey were collated by a member of the PPG and were presented at the meeting 6.3.13 for the group to discuss and propose where changes could be made to the service.

### **Findings of the local survey and proposed change that could be made**

The overall results of the survey were satisfactory. The 2 weaker issues were appointments and seeing preferred Doctor.

#### **Appointments/seeing preferred Doctor Proposal**

The survey showed the majority of patients were happy with the appointments system where they received an appointment on the same day they needed to be seen, but 9% of patients suggested that more appointments could be pre booked with a GP of their choice.

Although the group didn't want to change the booking system it was proposed that perhaps more appointments could be pre-booked for patients who would experience difficulty calling on the day they needed to be seen.

#### **Outcome –**

**Pre-booking appointments and seeing a preferred Doctor** –The practice operates a book on the day appointments system, if patients call before 9am an appointment is allocated, when all the surgeries for that day are fully booked the clinics are extended as necessary. If a patient calls at any time during the day and requests an urgent appointment the patient contact details are taken and passed onto the GP who will assess and offer an appointment as necessary.

Appointments are pre booked for medication reviews, blood test results, and follow up appointments at the request of the GP.

We discussed as a group what could happen if we were to pre book more appointments especially with a preferred GP and as a small practice and a split site not all of the GPs are available every day.

- What would patients do if their preferred GP was ill, on holiday, their day off or at a meeting?
- Would patients wait longer for an appointment with a popular/preferred GP, would this then put their health at risk?
- If clinics were pre booked would patients be seen within 24/48 hours or would the clinics be booked so far in advance, the patient would be waiting for days/weeks to see the GP of their choice.
- At this present time the DNA rate for patients not attending appointments with the GP's are very low, would these figures increase if patients booked appointments in advance they patients forget about their appointment.
- How would new GPs ever be accepted by patients?
- Patients are encouraged to see the same GP for an ongoing problem for continuity of care but it can be beneficial to see another GP with an ongoing condition for a different viewpoint

It was decided by the group that the current appointment system would stay in place but with a little more flexibility for patients who needed to book appointments in advance e.g. If they needed to pre book time off work for the appointment. Go into work later or were unable to call the surgery between 8am and 9am on the day they needed to be seen.

Further survey is to be conducted during the next 12 months to compare with this year's survey results.

**Other comments which were repeated more than a couple of times on the survey were**

- Some patients who attend the Renishaw surgery find the doors heavy to open and not user friendly – The doors are to be fitted with push button openings to enable wheelchair users, and patients who have difficulty opening the doors easier access.
- More out of hours appointments morning/evening – The practice offers 2 x early morning clinics which run concurrently at alternate sites on a Wednesday morning 7am – 8am, these are usually pre booked for patients that are unable to access the service during normal opening hours.
- Monday Triage Service, some patients felt that there was a delay in the call back from the GP – GP's call patients back in the order they called the surgery requests for specific call back times are adhered to wherever possible.

- Requests for a male GP at the practice – The practice GP’s are all female. A male GP is booked to cover any holidays/time off for meetings etc whenever possible, there is a male GP in the practice usually for at least 1 session per month, both receptions have a list of dates when a male GP will be in surgery and a notice is in the waiting room advising patient to ask the receptionist if they wish to know the dates when a Male GP will be in surgery.
- Parking facility improvement – Unfortunately we are unable to improve the parking facilities as both our sites are shared with another practice so the car parks are sometimes busy.