

ACTION POINTS AGREED BY THE PATIENT PARTICIPATION GROUP 2012/2013

There were three main areas where we agreed to make changes within the surgery to improve services and communication.

1. Concerns regarding patient confidentiality at reception.

***We Said:** This was an issue highlighted by the patient group and survey. After the result of last year's survey, we have tried to improve this aspect of our service by putting up a poster at the reception desk advising that patients can speak in a private area away from reception if they choose. However, 26.25% of respondents to the survey said they were worried about patients overhearing 'what you say at reception'. We have discussed this matter further and will advertise the information regarding the opportunity to speak in a private area away from reception more widely. This information will be publicised on the website and patient display boards within the practice as well as the surgery leaflet.*

Outcome Was: We did **put** up a poster at the reception desk advising that **patients can speak in a private area** away from reception if they choose to. We advertised this on our website and on our patient display board.

2. Concerns regarding patients that went to A&E during surgery hours.

***We Said:** 35% of patients said they had tried to call the surgery to try and get medical attention before going to A&E. This issue has been discussed in detail. There are two main areas which we will look at. Firstly, we will try and improve how quickly the phones are answered and secondly, we will look to see whether there is a training need for the reception staff to ensure patients that need to be seen urgently will be offered an appointment for that day. The practice manager will do scenario training with the receptionists to ensure they are asking the appropriate questions to ascertain the urgency of the situation, so that patients are only redirected to A&E if this is the correct course of action after discussion with the doctor, as we are keen to provide greater access opportunities for patients to be seen and assessed in the surgery whenever appropriate.*

Outcome Was: In addition we have extended our opening hours so that **we are open between 08:00 – 18:30 Monday to Friday and are no longer closed at lunchtime.** We continue to do extended hours surgery on a monthly basis on Thursdays at 18:30 – 20:00 and Saturdays from 08:30 – 11:00 and the dates for these surgeries for the full year are now available on the website.

3. Concerns regarding how quickly patients were able to get through to the surgery by phone.

We Said: *This is an issue which the patient group would like the practice to address. The survey showed that 35% of people got through on the phone either extremely or very quickly, but obviously we are keen to improve these figures. As this is a concern highlighted by both the patient group and the survey, the practice as a result of this will now make sure that there are two reception staff available to answer the phones at all times. This will mean that the surgery will review its reception administration rotas to make sure that we accommodate this new procedure as soon as possible. We will also work to publicise the facility for online booking of routine appointments, to encourage patients to use this method as often as possible so as to ease pressure on the phone lines.*

Outcome Was: In order to improve the telephone answering system we have a new phone system installed **which provides 4 dedicated NHS lines as opposed to 2.** We have recently **appointed an additional member of staff to the administration team** to ensure that there are minimum 2 receptionists available at all time to answer the phone.

**TO SEE AGREED ACTION POINTS OF YEAR 2013-2014 SURVEY, PLEASE SEE REPORT TITLED AS
“AGREED OBJECTIVES OF 2013-2014”**