

ACTION POINTS AGREED BY THE PATIENT PARTICIPATION GROUP 2013 - 2014

We received 118 responses in total; we compared the survey findings with last year and discussed them in our internal meeting.

1. **We asked:** Questions about the content, design, quality and functionality of our website (derwentmedical.co.uk).

Survey Findings: Many people were not aware of the practice website address. Some did not like the content quality; some did not know that they could order prescriptions via website or book an appointment online.

We Suggest:

- a) We will focus on **publicising our website** through practice leaflet, posters in waiting room, as a signature in text reminders and on our letter head for all types of written communication.
- b) We will create awareness of how to book appointments online – we will write a **How-To-Guide** for our patients and also make that available on our website.
- c) We will publicise the **patient-access mobile app** through which you can book available online appointments from any smartphone which runs on Android or iPhone platform.
- d) We will **increase the availability** of online appointments.
- e) We will make **variable time slots** available.
- f) We will make the **extended hours schedule** more visible.
- g) We will aim to **improve the website** (where required).

We Aim: To achieve (d, e and f) by 1st May 2014 and (a, b, c and g) by July-2014 or before.

2. **We asked:** Questions about reception area and confidentiality.

Survey Findings: Many people expressed that their conversation can be heard but they don't mind it. However a significant percentage of participants remain unhappy about confidentiality in the waiting room (same as last year)

We Suggest:

- a) Due to the current layout of our middle office it can only be used by one staff member at any given time. We will change the layout and increase this capacity to two staff members so that more phone calls can be answered at the back and we can improve the standards of confidentiality.

We Aim: To achieve this by June 2014 or before.

3. **We asked:** Questions about test results, patient access and Electronic Prescription Service.

Survey Findings: 67.3% of survey participants have voted that they would prefer us to inform them of their test results via email. 46.8% of survey participants have voted that they would like to be sent a text message.

We Suggest:

- a) We will work towards a system of informing patients of their **test results by text & email** as per individual patient preference.
- b) We will publicise more widely that the surgery does not close for lunch, we are accessible on phone and in person between **08:00 Hrs – 18:30 Hrs everyday Monday to Friday.**
- c) 70.2% of survey participants would like us to **send their prescription electronically** to their nominated chemist and we will aim to increase the awareness of this new service.

We Aim: To achieve (b and c) on regular basis throughout the year and (a) towards the end of March 2015 or as soon as we have developed a safe confidential system; whichever comes first.

