

Stanley Medical Group

Action Plan

What you said - What we did ☺

At the beginning of 2014/2015 Stanley Medical Group agreed some areas of improvement with our Patient Reference Group, mainly in view of comments from our Patient Survey. This report explains what we have done to improve on the things you have highlighted in patient survey or general comments/suggestions.

With the help of our patient reference group, we agreed to improve on the following areas:

1. Improve access to a GP in 24/48 Hours
2. Better patient communication / better use of our Plasma Screen
3. Improve on waiting times to see a GP
4. Aim for 10% feedback from our service users

Area 1

The practice continues to monitor our appointment demand and capacity, and lately has seen an increase in on the day demand. The patient reference group (PRG) have discussed this many times, including the types of appointments, ie the amount of appointments that are 'kept back' or 'embargoed' from more urgent use. It has always been difficult to forecast how many should be allocated to 'same day' '24 hour access' '48 hour access' or the usual pre-bookable. Despite our best efforts, the amount of same day, 24hour or 48 hour bookable slots was not enough to meet the demand. We have always tried to allocate these slots on clinical need, however it has become difficult to maintain. We recognise that we all lead busy lives, and society is becoming more reliant on instant access to many services, therefore we are trying a system that allocates more than half of our 800 weekly GP/NP appointments to a quicker access booking. In order for this to work effectively, we have had to temporarily close our appointment book for those appointments needing to be booked **on or after 7th April. This will re-open on 7th April for online and telephone booking.**

Communication of this has been on Plasma Information Screen and in the 'news' section of our website.

Progress:

Sue Elsbury 29thMarch 2015.

Appointment rotas set up – complete. Review after 4 weeks with patient reference group.

Area 2

The PRG has discussed the best ways to communicate with our service users and it was agreed that the best way is via the Plasma Board in the waiting area, and the 'news' section on the website. The PRG asked if the size of screen could be increased, therefore this has been done. They also commented on that the slides were often out of date. This is now managed weekly by Practice Manager. Some of our new slides are shown to PRG before publishing.

Progress: Complete

Area 3

The average wait time for a GP in 13/14 was 11.8 minutes. This has been reduced to 7.4 minutes for 14/15. This has been done by inserting 'catch up' blocks in each session. The GP sees the same amount of patients each session, however the session is longer by 40 minutes.

Progress: complete. Review in 6 months

Area 4

The practice actively seeks patient feedback in order to help improve the services we offer. We collect feedback via various methods, including mandatory feedback from patients who have used the COPD review clinic, ambulance booking service, contraception and sexual health service. The group suggested that patients may tire of being constantly asked for feedback therefore to avoid overload we have changed the date of our annual patient survey to May 2015. We agreed with our PRG that it would be useful to have better input from our PRG as 'helpers' therefore the survey this year will be coordinated with the assistance of the PRG.

Progress: Implement May 2015. Collate and review results June 2015.