ELLISON VIEW SURGERY

PATIENT REFERENCE GROUP REPORT 2014/15

ACTIONS 2014 AND 2015

During 2014 our Reference Group got together during January 2014 to look at various surveys done in the Practice over the year and create an Action Plan for Improvement. During 2014 we agreed to work upon:

1. The length of time patients wait for a routine appointment.
2. Attitude of some of the Reception Staff
3. On line Access to appointments
4. Website updates and practice newsletters
5. Survey results shared.

Point 1. In autumn last year the Practice over-hauled its appointment system. We reviewed the length of time patients were waiting for an appointment and introduced a new system of patients accessing both urgent and routine appointments. We removed the daily Triage system from our Practice Nurses and gave training to staff in helping patients identify the correct healthcare professional they needed to see. The staff were given authority to book patients directly into a same day slot with either the Doctor or the Nurse. As a result this has reduced the number of early morning telephone calls the Practice receives, saving patients having to ring in ‘on the day’ to access an urgent appointment. It has had a consequential effect that now that patients are able to access same day appointments easily, the knock on effect has brought down the waiting time for routine appointments, often booked by patients because they could not get an ‘urgent’ slot that they were requesting. We hope patients have noticed the benefit. Initial reaction from patients has been very positive.

Point 2. Out reception staff have been having in-house training not only in helping patients identify their needs and signpost them to the correct person, but have been having training on improving our patients’ experience when visiting the Practice, and customer service training. Again, we hope patients have noticed a difference in the way our reception staff deal with our patients.

Point 3. We now have on-line access to booking appointments, prescription ordering and a view of a summary of medical records. It is necessary for patients to register and obtain a password. We have a few hundred patients accessing on-line now, and encourage more to join up.

Points 4/5. Our Website is now up to date and holds latest information on the Practice, Services and surveys such as links to NHS Choices and the current results from our Friends and Family Scorecards.

ACTIONS FOR 2015

At our January 2015 meeting, our Forum looked at the latest comments on NHS Choices Website and the Friends and Family scores. From these we have identified three areas we wish to work upon for 2015.

1. Electronic Prescribing – this system is now available and will allow a patient’s chosen Pharmacist to send down repeat prescription requests on-line to our Practice Computer. We can then send back the prescription electronically and the Pharmacy will dispense. This will save patients having to telephone in their prescription, collect it from Practice and have it dispensed at the Pharmacy. We are currently discussing this with our GPs and local Pharmacies with a possible implementation time mid summer 2015.
2. Shared Decision Making with patients – a few patients had commented they did not always feel listened to by the GP and did not always feel involved in decisions about their care. Although this was a minority of patients it was felt this should be raised with the GPs. As a result, the GPs and Nurses have had refresher training on Shared Decision Making and have also attended the Pioneer Self Care workshops currently running in Hebburn, encouraging patients to take more responsibility for their own care, in conjunction with their healthcare professional.
3. Access to a female GP – Dr Staples has, up until now, been our only female GP and her appointments are taken very quickly. The Forum wished us to pursue obtaining more female help in the Practice and we are pleased to say we have now recruited a new female GP to join us very soon.