

**Nightingale Valley Practice
Patient Reference Group
Comments and Action Plan as of March 2013**

	Date	Details and action	Comments
Reception area	March 2012	As the reception area is the favoured option for information gathering, ensure that notice boards are clear and concise and are regularly updated	All notice boards have been reviewed and have been divided into separate headings so it is easier for patients to find the information they need
Appointments	March 2012	Extended hours are popular with 90% of respondents agreeing they would like to book an appointment in the future. Review current extended hours provision to ensure consistency in availability and meeting demand.	We have kept the current extended hours as they are, as they do need to be covered by our Receptionists. However, we have opened up additional appointments to meet extra demand. We also offer Nurse appointments which are very popular. We will continue to review our extended hours.
	March 2013	96% of our patients rated our opening hours as good or above	We are extremely pleased with this response as we feel we do offer great flexibility, across both our surgeries
	March 2013	65.3% of our patients rated availability of routine appointments as good or above	We are aware this is an emotive subject and we are challenged in providing an infinite number of appointments that meets all patients' requirements. We do ask for some flexibility from our patients as some appointment times are very popular and it is advisable to book well in advance for a routine appointment
	March 2013	64% of our patients rated availability of urgent appointments as good or above	We have introduced telephone triage for patients wanting to see a GP urgently once all routine appointments have been allocated. The GP will call back and discuss your symptoms over the phone and will call you in to be seen if necessary. We have found that a high percentage of calls have been managed over the phone. Our patient population has not significantly

			<p>increased over the past year, however, we are not alone in seeing an increase in demand for appointments and services and are doing the best we can to satisfy demand. We will continue to gauge response from our patients and monitor closely.</p> <p>Feedback from the last Patient Meeting was that the triage system was working well. Respondents stated they felt confident that if they have an urgent medical need they would get to speak to a GP on the day.</p> <p>By the end of 2014 all patients over the age of 75 will be designated a named GP as per the Government promise.</p>
Telephone Access	March 2013	76% of our patients rated the ability to speak to a GP on the telephone as good or above. 14.7% did not respond or felt the question was not applicable	We are very happy with this response as we do try to return calls to our patients once the morning or afternoon surgery has finished. However there are going to be times when a GP may not get back to you on the same day dependant on the nature of the query. We will continue to monitor access.
	March 2012	Freeform feedback told us that some patients are still having problems getting through on the phone	<p>In March 2012 we installed a new telephone system which fairly distributed calls to the next available receptionist. Over time, the system has enabled us to forecast how many calls we can expect within any given timeframe. We have now allocated an additional Receptionist to handle calls in the first 1 hr of the day and will monitor whether this is helping with the first flurry of calls in the day.</p> <p>We have purchased additional software to the telephone system which will let a caller know where they are in the queue thereby helping our patients make a decision as to whether their call is urgent enough to hang on or whether it would be better to call later in the day. The new software was installed in April 2013. Feedback for the PPG was this is useful to gauge whether their call was important enough to hang on or try to contact later in the day. We did discuss the limitations of telephone lines coming into the building but will continue to monitor the call traffic.</p>
Waiting area	March 2012	There are times when our Dr's and Nurses	The action plan for 2012 led to an agreement that, where a GP or

and waiting times		run behind, usually through no fault of their own. We need to agree a process to ensure patients are informed and are aware of how long they have to wait before they see their Doctor/Nurse.	Nurse was running behind the Receptionist, wherever possible, would let the patient know. Satisfaction has increased but there is still room for improvement so we will continue to monitor the situation.
	March 2013	72% of our patients felt the waiting time in our surgery was good or above	We looked at options in supplying an information TV which could lead to an improved experience whilst waiting in the surgery. This did not materialise during 2013 due to some constraints on our budget and some technical issues. However, we will revisit this in 2014 working with the Birchwood practice, who also reside in the health centre on how we can make this work. We have just completed extensive works to our Riverside surgery and new seating has been established replace the low seating that lot of people struggled to get out of.
		We have received a lot of feedback on how we could improve your time while in the surgery.	
Our Website	March 2012	Consider revamping website to enable access to information for patients without having to come into the surgery	It is our belief, backed up by responses from our patients, that in these days of advanced technology our website needs a bit of an overhaul. Most patients who responded to our survey tended to use the website for basic information e.g. our opening times. However, we would like to encourage more patients to use the services that are on our website. A benefit to this would be that if more is done on the website we would like to think we would see a reduction in telephone calls making it easier for our patients to contact us when they need to. We would also like to give more information on how to self manage minor conditions and give tips on lifestyle choices etc. which could lead to a reduction in the need to make an appointment. Therefore, we are currently reviewing our options on purchasing a new website.
	March 2013	32.7% of our patients were aware they could book appointments on our website	
		22.7% of our patients were aware they could order prescriptions on our website	
Car Parking	March 2013	Some freeform comments were received about the problems with parking at Brooklea Health Centre	We are as frustrated regarding the lack of car parking as our patients. The building work of the new school coupled with additional areas where there are now double yellow lines has only caused more disruption. We monitor the parking, where we can, to ensure it is only used by our patient's and staff. There is plentiful parking at our Riverside Surgery in St Annes

Our Staff	March 2013	Freeform comments have sung the praises of our staff	We have received some amazing feedback regarding our receptionists and other staff. It is lovely to receive this feedback and this will be shared with the team. They work extremely hard to help our patients even when some things are outside of their control. We aim to deliver the best training on offer to our team and knowing they are valued is a great bonus. Where a patient has felt they have not been treated as they would have liked, we have dealt with the situation quickly and with minimal fuss, and would like to think that these occurrences happen very rarely. We are always looking for feedback and a great way of doing this is responding to our surveys or posting a note into our suggestion box.
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