

ACTION PLAN/REPORT AGREED BY THE PATIENT REFERENCE GROUP 2013/2014

Action Plan post PPG 2014 survey

- The main findings of the 2014 PPG survey shows that 71% of patients find it not easy to get through on the phone
- 60% find it not easy to book appointments with a doctor
- 54% would use online booking
- 69% are satisfied with current opening hours
- 83% are satisfied with the care they receive from the surgery
- 87% find receptionists are helpful
- PPG members have made comments about consistency of information from reception/staff.

It is quite clear that the main issues are difficulties in getting through on the phones together with an inability to make appointments with Doctors. Just over 30% patients are unhappy with current opening hours.

Until end of March 2013, the Langley Health Centre site has been owned by the E Berkshire PCT, together with they supplying the telephone system. The Doctors share the phone system with the rest of users of the building including community dentists/district nurses/health visitors who occupy 25% of the building. We have been aware that there have been ongoing issues with the current phone system for sometime now. The partners have bought the site at the end of March 2013 and are in the process of making changes which will improve patient care. Currently we are in the process of getting a new telephone system which will allow us to be more responsive to day to day demand as the system will allow us to monitor call volumes/times taken to answer calls/call recording {useful to protect both patients and staff and helpful to allow us to reflect on and develop training needs}. We anticipate this will be in place by the end of April 2014, barring any hiccups. We should be seeing an improvement very quickly once the new system is installed. We will do another survey in 6months to assess the impact of this.

Regarding opening hours, the practice opens between 0800-1830, which are the core hours as agreed by the GP council and Department of Health. In addition the practice also has "extended hours" opening as part of one of it's enhanced services on Mondays and Tuesdays from 1830-2000, with the last booked appointment at 1930. We are aware that some patients would like a Saturday morning service as well. Currently there is no funding for this from either the CCG or NHS England. The partners however will endeavour to enable Saturday morning opening should the situation regarding funding change in future.

We have 8 regular GP's and usually several Doctors in training working at Langley. We whilst try the best to ensure that patients see their main Doctor as much as possible, with this large number of doctors it is not going to be possible to accommodate this on all occasions; especially when some doctors work partime/do specialists clinics/cover oncall and/or "open" surgeries. Our reception staff are not there to "block " patients from seeing Doctors, but are there to help all patients to the best of their ability and within the

resources available to us as a surgery. This may mean redirecting patients to other professionals such as nurses/pharmacists as appropriate.

We will be putting in systems to enable online bookings for those patients who will find this an option to use. The numbers of appointments which will be available for this service will be by necessity be limited to ensure that those patients who donot have the capability to book online appointmentsts are not disadvantaged.

Regarding actually being able to make appointments, we offer higher than national average appointments /1000 patients. We are a high demand surgery with a very high birth rate {highest in the country} and the second highest disease prevalence in Slough. Our elderly population is the highest in Slough. The surgery offers a comprehensive range of services across all areas. All these use up resource and we do the best we can with our limited resources. We do have an oncall Doctor who will help with any urgent queries and if necessary see patients during our entire core opening hours. We also have an “open Surgery” 4 mornings weekly on Monday/Tuesday/Thursday/Friday—this is for those acute urgent problems which need a doctors opinion when all routine appointmentst are all filled up. Our general appointments system is that we have a number of appointments released for booking 2weeks in advance/some released 24 hours in advance/some released on the day in addition to the oncall and open surgeries. We also offer telephone appointments as well with GP’s.

Regarding consistency of information from the surgery especially reception staff, we do welcome feedback and use this to have appropriate training sessions . All reception staff undergo an induction and have ongoing training as part of their development. There is always a senior member of the team available for any further advice as maybe necessary.

Langley Health Centre will be having another Open Evening at the end of April –all patients are encouraged to come/meet the team and see what we do have to offer. More details of this will be available at the surgery in the very near future.