

Langley Health Centre Survey

March 2013

Results of Patient Survey - March 2013

ACTION PLAN/REPORT AGREED BY THE PATIENT REFERENCE GROUP 2012/2013

The patient survey was compiled jointly by the Patient Reference Group, Senior Partner and Practice Manager

The survey was put in reception and patients were encouraged to complete the form by members of the PRG . The survey ran for a period of one week and 100 surveys were completed. During this timeframe there were a variety of clinics running apart from routine doctor's and nurse appointments: Ante Natal, Post Natal and Baby check, Diabetic, Asthma, smears, Coronary Heart Disease.

The results of the survey were compiled and a proposed action plan was drawn up, which was discussed during a PRG meeting held on Thursday 21st March. Those members who were unable to attend the meeting where emailed the action plan and minutes of the meeting for them to review and feed back their comments by email.

Action Plan areas

Getting through on the telephone

During peak times the aim will be to reduce the number of repeat callers and to reduce the number of callers ringing for non urgent matters. The practice will implement a poster campaign suggesting patients call later in the day for non urgent and routine matters. Any patient queries that can not be dealt with when they initially ring will be advised that they will get a call back. A message will be taken and the patient will be called back by the appropriate person when they are available. The timescale for implementing this fully is 1-2 months.

Improve how we inform patients when running late

We aim to improve communication to avoid patient frustration. Patients waiting over 15 minutes should be advised to speak to the receptionist. This should be visible on posters and on the Jayex display screen. This would ensure that patients receive up to date information about GP's/Nurses running late and would also ensure that patients hadn't been missed due to them not checking in correctly on the auto check in screen. The timescale for implementing this is 1-2 months.

Opening times

To make patients more aware of our opening times the practice will advertise opening hours more widely. The time scale for implementing this is 1 month.

Improve the way receptionists' request information when booking appointments

Reception staff need to be more aware of the patients feelings to confidentiality. When receptionists' ask patients for details with regard to the nature of their problem when booking appointments, a full explanation must be given as to why they are asking for the details. Staff training will be given to improve this. More information about the process will be put on posters in the waiting room and also a message added on the telephone recoding advising patients of the process. Timescale for implementing 3-6 months.

Reception desk queue

The aim is to reduce the number of patients waiting in the queue at the reception desk. Two receptionists are on the desk at peak times, on quieter times when only one member of staff is on

reception, they must call another member of staff for assistance. Timescale for implementing 1 week.

Patient communication and health issues for the benefit of patients, better promotion and education

The aim is to increase awareness of the practice facilities, and to update patients on what services are available, and notify them of any changes and improvements. The PRG will produce a quarterly news letter that will be available to all patients. The noticed board will be reviewed on a regular making sure all information is clear and up to date. The PRG will reinstate the suggestion box for patients in the main waiting room. Timescale for implementing 3-6 months.

Sign up for Patient Reference Group

We aim to endeavour to recruit others onto the PRG in an attempt to make the group more representative of the practice profile. Flyers will be given to young mums in the baby clinic; posters will be displayed in reception and details will be in the next PRG newsletter.