

# Patient Participation Report 2011 / 2012

## Establishment of Patient Reference Group (PRG)

In order to obtain a list of patients that maybe interested in attending and having involvement with the PRG. It was advertised by using posters in reception, notes added to prescriptions, along with a typed messages on the right hand side of the script and also used the led board in reception to capture patients whilst they were in the waiting room.

## Preferred Survey

The preferred subject for the patient survey was access and Practice Services this was established by a brief questionnaire at the point of patients enlisting on the PRG.

## Results of Survey

It was decided to do a survey on access to services and ordering prescriptions, the survey results are as follows for both Woden Road Surgery and Portobello Medical Practice.

We sent 15 surveys out on 26<sup>th</sup> July 2011, 80% were returned

1. Are you aware the Practice is open for appointments on Mondays and Tuesdays until 7pm Surgery? **Yes / No**

**50% did not know that we were open until 7pm on Mondays and Tuesdays.**

2. Last time you tried to book an appointment were you able to get through on the phone to book an appointment? \* **Yes / No**

**75% said they were able to get through on the phone**

**17% said No they were not able to get through on the phone**

**8% said – not applicable – we assume they come to surgery to book appointments**

3. If you have ever ordered your repeat medication on line were you able to get through on the prescription line? \***Yes / No / Not applicable**

**66% said Yes they were able to get though on prescription line**

**34% said not applicable**

4. The last time you tried to book an appointment were you able to see your preferred Doctor? \***Yes/No**

**66% said yes they were able to see the Dr of their choice**

**17% said not they were not able to see the Dr of their choice**

**17% said it was not applicable – we assume the patient has not required to see a specific Dr or did not require an appointment recently**

5. Were you able to see a Doctor within 2 days? **\*Yes/No**

**59% said yes they were able to see a doctor within 2 days**

**33% said No**

**8% said not applicable.**

6. How would you rate your overall experience of access to the practice/  
access to our services?

**Excellent    Very Good    Good    Fairly Poor    Very Poor**

42% = excellent

42% = very good

16% = good

### **Survey Discussion with PRG**

The results of the survey were discussed at the meeting held on 22/11/11 as follows Patients asked if 7pm opening was needed, it was explained that it was to cover the PCT and Government requirements and allowing people to access the surgery outside of work hours.

The group asked if Patients are now able to book appointments at our Branch Surgery, Portobello, JK advised that due to the recent merge of IT systems that this is now possible. The group felt that this information should be displayed in reception to make patients aware posters were displayed and information has been added to the LED Jayex board.

### **Further Discussion**

The group were informed of the in house services that we offer; this is minor surgery, Physio, antenatal, Health Visitors, ultrasounds, Phlebotomy Services, Stop Smoking Clinic and Contraception advice. Not all of the patients in the group were aware that we provided all of these services at the practice again suggestion came that we should display this information.

It was asked if it would be possible to have an extra nurse which in reply was we don't have enough treatment rooms. It was asked if patients could speak to the Nurse directly and perhaps book appointments directly with her. JK explained that Bonnie is booked every day and that if we were to put calls to her she would never finish her clinics and all patients' appointments would be delayed.

It was asked, since we have moved over to EMIS web, would it be possible to go on line so that patients can book/cancel their own appointments and to order repeat prescriptions. There is a facility available on Emis Web for patients to book and cancel appointments on line and the group were briefed on how this may work...Patients would need to sign up for it and they would be given a password to use . These are future plans and JK will discuss this at the next practice meeting and enquire with the PCT IT department.

Self check in screen - could we encourage younger people to use it and also improve the access by moving the chairs so that patients can use it without asking people to move. Chairs have now been removed and reception staff are to encourage patients to use the machine. Could the Jayex be updated to keep patients informed on waiting times, clinic times and special events? JK will enquire about waiting times as this would come as a link from the appointments system. Special events could be added with immediate effect.

Patients asked if the reception area could be open plan as this would give a feeling of a friendly atmosphere. Explained that sometimes patient's become angry and violent and that it was there for protection.

Posters - do there need to be so many it was suggested by the patients that a wipe board could be a better option so it could be updated daily rather than having tatty out of date posters. AW will look at implementing this.

Fasting blood test patients are asked to attend local walk-in centres the group said would it be possible to send patients to outpatient 1- AW will ask the phlebotomy clinic and out patients 1.

JK informed the group of the minor improvements we are making at the surgery the reception seating is being repaired the treatment room is under modernisation and we will look to re-decorate the public areas (corridors/waiting room etc)

Further practice improvements as required by the PRG

Information for patients to be able to book appointment at Portobello – posters and leaflets displayed.

Advertise within the practice all of the services we offer – displayed on LED screen in reception.

On line booking to be operational - as soon as possible.

Move chairs obstructing the self check in screen – action complete.

Update Jayex system with current events – action complete.

Enquire if Jayex or touch screen can display waiting times - a new touch screen has been installed in reception and now displays waiting time to those who use it.

Discuss using a wipe board in waiting room – unable to complete request due to lack of space and being subject to abuse.

Blood tests at Outpatients 1 - we have discussed this with phlebotomy and they advise this is not possible.

Letter to council re-opening stairs to footbridge - we have been informed that the footbridge is now fully operational.