

# Patient Survey 2014 – Action Plan

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Following our survey results we plan to review the following issues raised

## **Seeing a Practitioner of Choice & Access to an Appointment within 48 hours**

We plan to undertake a full review of our appointment system during spring 2014 in order to explore the possibilities of us changing our system to be able to offer a larger amount of same day bookable appointments. This will enable us to offer a greater degree of continuity of care and the ability to see a GP of your choice (dependant upon their working schedule) and increase capacity to see a GP within 48 hours.

## **Waiting Times**

We are planning to introduce more “catch up” slots for the Doctors to enable them to run to time better and also to readvertise to patients that if they wish to discuss more than one problem they should request a double appointment slot. Remember .....One Problem – One Appointment as patients presenting with multiple problems is often the reason that Doctors run late.

## **Late Appointments and Saturday morning surgeries**

We will advertise more widely via our website, prescriptions, practice leaflets and posters the availability of evening appointments until 7.30pm on Mondays and Thursdays and our Saturday morning surgery – 1 Saturday per month.

## **Waiting Room**

We will change our patient information systems to show average waiting times for appointments.

We hope to source some more cheerful music for our waiting room but would welcome your thoughts. We also plan to revamp our posters and patient information contained on the screens but would be interested in your comments ..... what sort of media would you like to see/hear while you wait for your appointments???? Please let us know.

We will also look at the possibility of having a wipe clean drawing area for children in their corner of the waiting room.

## **Dispensary Services**

We have already audited our dispensary services to ensure that prescription requests are available within 48 hours. 75% of prescriptions were dispensed and collected within our 48 hour target. Of the remaining 23% were due to issues with our supply chain. We have addressed this by setting up a 2<sup>nd</sup> line wholesale account with an alternative supplier. Only 12% of those prescriptions requested were actually collected within 48 hours. If your request is urgent it would be helpful if you could mark this as “48 hour urgent” in order that these can be dealt with as priority.

## **Pharmacy Services**

We are aware of issues with Lloyds Pharmacy and are meeting regularly with the Pharmacist and area manager to try to iron out some of the issues that have arisen over the last few months. They are planning to increase their staffing levels to help them to cope with the workload and this is being regularly reviewed.

Thank you to all who participated in our surveys this year.

Sharon Taylor, Practice Manager – March 2014