

STILLMOOR HOUSE MEDICAL PRACTICE

DISCUSSION RE LOCAL SURVEY FINDINGS AND ACTION PLAN FOR 2013/2014

PART A.

Discussion of local practice survey findings

Results discussed with PPG members and Practice Manager	
1. Practice staff (and designation) present: Mrs S Carthew - Practice Manager	
2. Areas of concern raised by the patient survey were discussed and the following key areas were deemed as a priority by the PPG and practice staff:	
Patient experience issue	What has been done to address this?
Seeing the practitioner of choice	Patients where possible like to see their Practitioner of choice and this has been highlighted in previous surveys. The appointment system allows for pre-booking of 78% of appointments to be booked in advance with varying access from 4 weekly to weekly and one day ahead. Since the last survey the practice has introduced telephone calls with GP of choice as a compromise to allow patients' access to their regular GP if an appointment is not available.
Telephone access / speak to practitioner on the phone	Whilst 42 % of patients surveyed felt that telephone access was Good / Very Good or excellent there is a still a concern regarding this area. Since November 2014 the practice has added on-line appointment booking to improve access via other methods than the telephone. We also now have a generic e-mail address that patients can use for non-urgent matters.

<p>Waiting times</p>	<p>Efforts have been made to improve information for patients who have been waiting for longer than 20 minutes with reception staff trained to inform patients if there is an expected delay. Some GPs now have ‘break’ appointments within their surgery time to allow for a catch up. Appointment times have been extended for some clinics to ensure patients have sufficient time for their needs.</p>
<p>See practitioner within 48 hours</p>	<p>The practice offers a telephone triage system on the day where patients can speak to a GP (patients can specify a time that’s convenient if necessary). There is limited access to pre-bookable appointments within 48 hours but the telephone triage system allows for all urgent cases to be clinically assessed by a GP and bookings are made within 48 hours as necessary.</p>
<p>3. The main priorities identified by the PPG for 2014 - 2015 are:</p> <p>Continued monitoring of the appointment system looking to provide additional cover on days with ‘peak demand’ to reduce pressure and improve access. GPs and Nurses will endeavour to pre-book follow-up appointments as required to negate the need for a further telephone call by the patient to arrange this.</p>	
<p>4. Priorities identified by practice staff:</p> <p>Information for patients regarding the telephone triage system explaining the need for a brief medical history to assist GPs in prioritising their calls.</p>	

PART B.

ACTION PLAN 2013 / 2014

The following areas were agreed as priorities for action and intervention:

Priority for action	Proposed changes	Who needs to be involved?	What is the time frame?
Appointment Access	Additional GP appointments for Mondays to allow better access on-the-day covering peak time.	GPs / Practice Manager	Already undertaken with agreed start date April 2015
	Continue extended hours through evening surgery (Wednesday / Thursday alternative weeks and Saturday morning fortnightly).	Partners Practice Nurses	On-going
	Promote Practice nurses evening appointments for disease management and follow-up.	Practice nurses	On-going
Advance booking with GP of choice	Offer telephone call-back if appointment not available. Look at GP/ Nurse pre-booking follow-up prior to patient leaving the practice to prevent the need for further call.	GPs / Nurses / Staff	On-going

Information for patients re Triage system	Practice to prepare information leaflet for patients to increase understanding of triage system, and also add a short message to the answerphone to reiterate this.	Practice Manager / Staff	April 2014
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Completed by:

Mrs S Carthew

Practice Manager

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