

# **BROOMHILL & LODGE MOOR SURGERY**

## **PROGRESS REPORT 2014**

Following the results of our recent patient questionnaire and feedback session with the members of our patient participation group, a number of issues were discussed and appropriate actions formulated.

This report acts as an update of the progress we have made to work towards the agreed action plan.

### **1. Appointments and Waiting Times**

Following the action plans we put in place following our previous patient satisfaction questionnaire the accessibility of appointments has improved.

We ran the current patient questionnaire over the winter months when traditionally the demand on appointments at the surgery is at its highest, so we were very encouraged by the responses.

We will continue to structure our appointments in a similar way ensuring there is greater availability of book on the day and emergency appointments during times of peak demand.

Our online appointment booking service will also provide patients with greater accessibility.

We are also continuing to provide our extended hours surgeries on Saturday mornings and alternate Tuesday evenings.

We are also looking other options in the future to help improve access to our service and we will continue to try and tailor our service to the needs of our patients.

### **2. Online Booking and Prescription Requests**

We have now successfully set up our online prescribing and appointment booking service and completed our initial trial period.

We currently have a total of 1009 patients currently registered to use the service. This is following active patient awareness program of advertising in surgery, on the websites, our NHS choices internet page, updating our practice leaflet and advertising on patient prescriptions.

Last year we only had 550 patients registered to use the online service.

### **3. Patient Communication**

An increasing number of patients (**29.0%**) have shown an interested in receiving email correspondence from the practice relating to important changes to practice services or news relating to current health issues in the media.

It is important to stress that patient email addresses will not be used to convey personalised confidential information such as blood results.

As such we have been attempting to collect up to date patient mobile numbers and email addresses to enable us to contact patients with up to date health promotions (for example the flu vaccine program)

#### **4. Updating our Computer System**

We have now successfully updated our computer clinical operating system (from EMIS PCS to EMIS Web)

The new system will hopefully improve the efficiency and management of our practice but also offer extended services to our patients (such as improved access to online appointment and prescription requests and text message appointment reminders)

We are very grateful for your patience during this process and we hope the impact on your care has been kept to a minimum.

#### **5. Lodge Moor Surgery Layout**

A number of patients again raised the issues of the reception layout of Lodge Moor Surgery and the fact that there can sometimes issues with confidentiality.

As documented in our previous action plan we aware of this as an on-going concern and we endeavour to maintain patient confidentiality to the best of our abilities.

Unfortunately the Lodge Moor Surgery has not been purpose built and as such we have to work within the confines of the existing building.

We are looking at ways of improving both surgeries over the coming years and will endeavour to keep patient confidentiality at the heart of any changes made.