

# BROOMHILL & LODGE MOOR SURGERY

---

## ACTION PLAN 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 the following actions were formulated;

### 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.

The introduction of our online appointment booking service will also provide patients with greater accessibility.

### 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 550 patients currently registered to use the service.

We are now at a stage where we can offer this service to all our patients.

The patient satisfaction questionnaire highlighted that **25.2 %** of patients surveyed would be interested in booking appointments online (54 respondents) and **22.3%** (44 respondents) would prefer to request their repeat prescriptions online.

It was clear from some of the comments that some of our patients were unaware of the online service we offer.

As such our plan is to:

- Increase patient awareness of our online services.
  - Updating our practice leaflet
  - Posters in reception areas
  - Notes onto prescriptions
  - Update our websites
  - Update the NHS choices website.
- Actively invite patients to register for the online services.

### 3. **Patient Communication**

An increasing number of patients **(29.0%)** have shown an interest 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 our plan is to:

- Collect existing patients' email addresses and store them in each individual personalised patient record.
- Update our patient registration forms to include requesting email addresses of newly registered patients.
- Set out a clear practice protocol for communicating important information to our patients.
- Initiate a trial of batch emails to patients who consent to communication by email (for example, members of our patient participation group)

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

We are currently in the process of implementing an update to 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)

There will be comprehensive staff training programme in the preceding months and it is hoped that the update will be completed in Spring/Summer 2014.

The transition will hopefully be as seamless as possible from a patient experience view point.

## 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 be issues with confidentiality.

As documented in our previous action plan we are 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.