

BROOMHILL & LODGE MOOR SURGERY

ACTION PLAN & PROGRESS REPORT 2014/15

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

We again 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.

Our practice list has been increasing in size over the last 36 months and as such we have experienced unprecedented demand for both doctor and nurse appointments.

Since the last Patient Satisfaction Questionnaire we have employed an additional practice nurse to increase the number of nursing appointments available at Broomhill.

The results of the questionnaire show that 41.2% of patients requesting a routine appointment with any GP were able to be seen within 48 hours. 84.7% of patients have been able to book a routine appointment with any GP within 5 days of request.

Understandably the waiting time if you request a routine appointment to see a specific GP can be a little longer. However, 33.3% of patients requesting to see a specific GP for a routine appointment were able to book an appointment within 5 days.

85.2% of patients surveyed who had tried to book an urgent appointment were able to be seen on the same day.

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.

We are also in the process of employing an additional salaried doctor to provide extra surgeries at both Broomhill and Lodge Moor surgeries throughout the week. This will help us increase our capacity and also help us develop the service we provide to our patients.

2. Doctor Triage System

One such development is the introduction of a doctor triage service at both surgeries with the aim of improving patient access and ensuring existing appointments are utilised appropriately.

This will involve patients that telephone the practice for a book on the day appointment or clinical enquiry being placed on a triage list by the reception staff. The reception staff will ask for a brief outline for the reason for the patient's call.

The on-call doctor that day will then contact the patients back individually by telephone and arrange an appointment, treatment or advice as appropriate.

It is likely that this service will come into action in June-July 2015 but we will formally advertise this further on our website, on our surgery notice boards and practice leaflets.

3. Online Booking and Prescription Requests

Our online prescribing and appointment booking service has now been up and running for over 18 months and has been widely welcomed by those patients who have opted to register for the service.

Unfortunately we experienced a period where the system was disabled in September 2014 whilst we updated our computer system, the service was reinstated in October 2014.

The patient satisfaction questionnaire highlighted that **25 %** of patients surveyed would be interested in booking appointments online and **15%** 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 continue 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.

4. **Patient Communication**

An increasing number of patients (**27.0%**) 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:

- Continue to collect existing patients' email addresses and store them in each individual personalised patient record.
- Our new patient registration forms have been updated to include email addresses.
- 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)