

BROOMHILL & LODGE MOOR SURGERY

ACTION PLAN 2012-13 PROGRESS REPORT

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 an action plan was 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

In order to improve waiting times we discussed the following potential areas for review and development.

- All appointments are now standardised to 10 minutes (Previously routine appointment slots range from 5-10 minutes)
- All emergency appointments are allocated 5 minutes. Patients are now routinely advised that when booking these slots that they are for issues that require same day review and that the appointment is for 5 minutes.
- We have increased the number of routine appointments which are bookable on the day during times of peak demand (for example Monday mornings)
- We have now put notices at both receptions informing patients of the number of appointments that are missed due to patient non-attendance.
- The practice policy on patients not attending appointment has also been highlighted in our practice leaflet, noticeboards and websites.

2. Online Booking and Prescription Requests

As a practice we are currently in consultation with the two main companies that provide primary care operating systems (EMIS and SystemOne)

Once the decision has been made as to which we will be proceeding with we plan to upgrade our operating system accordingly.

Twinned with this upgrade in our operating system will be the functionality to allow patients to request repeat prescriptions and appointment booking online.

Once we have successfully upgraded our computer system we will be looking at arranging a trial period before rolling out the service to all our patients.

At this point we will update our practice website to directly link with the operating system to allow direct online booking and prescription requests.

3. Changes from 0845 to 0114 numbers

- From the 1st March 2013 we have changed our surgery telephone number from the current **0845** number to the geographic **0114** number.
- Patients will be informed by updating the website, posters in the reception at both surgeries and notes on patients repeat prescriptions

4. Patient Liaison

- Our complaints procedure has been reviewed as part of the current CQC (Care Quality Commission) guidance and remains in line with current NHS guidelines. It was felt that we could look to develop a patient liaison role at both the Broomhill and Lodge Moor Surgeries.
- The role of patient liaison is still in development and we have had volunteers within the patient participation group. It was decided that patients wishing to contact the patient liaison would leave their details with the reception staff and then the appropriate patient liaison would then be in contact to discuss their concerns.

5. Patient Information and Notices

We have arranged to provide patient information and important notices about the services we provide through a number of mediums:

- Our new websites (www.broomhillsurgery.co.uk and www.lodgemoorsurgery.co.uk)
- Patient Noticeboards (these will be decluttered and kept up to date at both sites)
- Patient Newsletter (members of the patient participation group will be encouraged to contribute articles to the newsletter)

6. Lodge Moor Surgery Layout

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

We are aware of this as an on-going concern and we try 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.