

**ACTION PLAN AND CONCLUSION AGREED BY THE PATIENT
REFERENCE GROUP ON WEDNESDAY 4TH FEBRUARY 2015**

WAITING TIMES

The survey reported that:-

11% of patients found the waiting times very good

45% of patients found the waiting times good

31% of patients found the waiting times fair

12% of patients found the waiting times poor

Even though 56% of patients found the waiting times to be very good and good it was decided that this could be an area for improvement. The patient survey was carried out in November and December of 2014 which is within the winter pressure months whereby waiting times along with more Doctor visits due to winter illness/falls is higher than normal. Patient attendance to see a Doctor/Nurse is also a lot higher than in the summer months. Patient have had to wait in the practice to see the Doctor if they have been called out on an emergency visit.

It was decided to ease the winter pressure by employing more Doctors to help with visits/consultations thus easing the pressure of patients waiting. A GP to be employed on the busy days (Mondays and Wednesdays) to go to the urgent visits as and when they were requested and if any other visit came in whilst they were on a home visit they then would go straight to the second visit. It was thought that patients can be seen quicker and if there was need to admit the this can be done earlier instead of a lot of admissions later on in the morning when all Doctors are out on home visits and admitting patients to hospital around the same time. Hence a build up at A and E. This will ease the pressure in the waiting room as Doctors at the surgery concentrate on the patients and don't have to go out and do the urgent visits, hence keep to time.

Touch Screen

58% of patients reported that they don't use the checking in touch screen. Some comments were that they were anxious that they would do something wrong. Other comments are that they like to speak with the reception team as they may well be asking for a prescription also. Discussions took place around the build up of patients at the reception desk in a busy period and that if more patients moved through into the waiting room to book in at the touch screen then that would ease congestion in the reception. It was decided that we have a student/work experience with the practice for most of the summer months and that she could assist patients to learn how to use the touch screen so that they don't have to wait in the reception area.

Extension

The practice is to have a new extension in the Spring of 2015. The Patient Group feels it is important for as many patients as possible to have a say in the signage/colour scheme and views of how their waiting room should look. We have worked considerably on the signage as per previous surveys and have removed a lot of the leaflets from the waiting room to ensure signage is good on the eye. The Patient Group will undertake this duty and we will ask patients to comment/ideas/suggestions on the Friends and Family Test comment box.

Look back at 2012/2013 Survey

The patient group looked back over 2012/2013 surveys to see how improvements had been made. Patient Access had increased and we now have 2100 patients that have signed up for this service out of an 8200 list size. This has been achieved by an answer phone message and the use of the web media screen and new patient packs.

Privacy in the reception was reported on in our 2013 survey. We now have a room to see patients and the room is off the main reception clearly signed private room.

Signage has also been re looked at, unnecessary posters removed to ensure that the appropriate signage is used for clarity.

**For more information about the patient group please contact Anne Masters
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**Website: portcullis-surgery.co.uk
NHS Choices website**