



Draft Action Plan Following Patient Survey Results & Access Audit Undertaken In July 2023

Introduction

This action plan has been developed following the results of a patient survey and access audit that were undertaken in July 2023.

The patient survey was sent, via text message, to 9032 patients and paper copies were also displayed in the waiting area/entrance way in the practice for those that were unable to complete the survey electronically. This generated 878 responses.

The access audit was carried out by the reception team and this audit recorded how many times a patient had to be asked to call back for an appointment, after exhausting all care navigation options, and why.

Various meetings were held to discuss these results and collate suggestions/ideas as to how we can improve the service we deliver following the feedback given, these included:

- Practice Service Improvement Group Meeting
- Patient Participation Group Meeting
- Whole Team Practice Meeting, which was externally facilitated.



Action Plan

Issue	Service improvement	Who responsible?	Target date
<p>When patients ring for a telephone consultation, they are advised that a specified time cannot be provided.</p> <p>However, the NHS App states a time. When the GP can't ring at the specified time due to clinical need, the patients are then unhappy and contact the surgery.</p> <p>The telephone consultations are also allocated in AM and PM slots.</p>	<p>Investigate whether the specified time can be removed to avoid confusion and manage the patient's expectations.</p> <p>Remove the AM and PM and have one allocated list.</p>	<p>CP</p> <p>Receptionists</p>	<p>31/10/23</p> <p>Target met, 18/10/23 – time cannot be removed from ledgers. Due to this decision made not to remove the AM/PM list</p>
<p>Patients can often be met with long waiting times when contacting the practice first thing on a morning.</p>	<p>Call back option is offered, via the telephone system so that patients don't have to wait in the queue.</p> <p>Telephone system to be integrated with the clinical system to make call handling more efficient.</p> <p>Weekly call statistics to be provided to the reception supervisors so that staff rotas can be amended, as much as possible, to meet demand.</p>		<p>31/12/23</p> <p>18/10/23 – Call back option already in place</p> <p>16/2/24 – Telephone system now integrated</p>



<p>Some appointments and reviews could be arranged online.</p>	<p>The following areas have been identified as areas patients can organise online/via self-book links:</p> <ul style="list-style-type: none"> • Fit note renewals (set up accurx with link to send to ptsto request fit notes via econsult) • COPD/asthma reviews • HRT/menopause • Smears (already available) • Depression/mental health reviews • Blood tests (via link, already available) • Physiotherapy <p>This initiative will be reviewed to ensure that patients aren't booking inappropriately.</p>	<p>with clinical system</p> <p>18/10/23 – weekly call statistics provided.</p> <p>31/01/24</p> <p>5/3/24 – All LTC appts including COPD or Asthma reviews can be booked via self-book links other than for those that have COPD & Asthma or require a mental health review.</p> <p>28/2/24 – Accurx with</p>
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			link to send to pts to request fit note exts via econsult currently being set up and due to be in place w/c 4/3/24
Patients find it difficult to obtain an appointment outside of work/school hours.	<p>Nurse/HCA appointments to made available from 8am</p> <p>Flexibility to be offered to those that are unable to attend during work/school hours. Note to be made on appointment asking clinician to call at an approximate time.</p>		<p>Complete 4/9/23</p> <p>Complete 18/10/23 (this has been happening for some time)</p>
Patients often ring the practice requesting an appointment or review for an ailment that doesn't require urgent medical attention, and an appointment later in the week would be suitable.	<p>For some patients they may need an appointment that week, but not the same day. Allow the option for pre-bookable appointments from Tuesday to Thursday.</p> <p>Also allow the option for patients to cancel and re-arrange appointments via the website/text message to reduce the volume of calls into the practice.</p>		<p>31/01/24</p> <p>In progress</p> <p>31/01/24</p>



Patients have fed back that, at times, there is no continuity of care, and they are having to explain their symptoms from the beginning at each consultation.	Receptionists care navigate a patient to a clinician they have previously seen about their symptoms, wherever possible.		Complete 18/10/23 (this has been happening for some time)
Patients have fed back that during their consultations, they are interrupted by other staff wishing to access supplies.	<p>The plan is to order another fridge and put this into the main reception office. This will prevent staff having to interrupt consultations to access flu vaccines.</p> <p>There is also a store cupboard, in the main reception office, that contains supplies that may no longer be required. Revisit the contents with the aim of relocating the dressing supplies into this storage area, again preventing staff from having to interrupt consultations to access supplies.</p>		31/10/23 In progress 31/10/23
Patients may not be aware of health promotions/initiatives, information and the ability to book online appointments as the digital age has decreased the uptake of patients reading leaflets in reception.	<p>Increase the practice's online presence by ensuring the website is up to date. Ideas for content include:</p> <ul style="list-style-type: none"> • e-consult, how to access and what it can offer? (already available, may need expanding on) • Add data regarding the practice's performance and the excellent work it undertakes. • How the telephone consultation system works -myth busters • Increase the practices social media presence 		29/02/24 7/12/23 – Sound Doctor launched and promoted



	<ul style="list-style-type: none"> • Promote SmartDoctor once launched • Utilise the tv screens in reception to promote information, and ensure subtitles are available as well as sound to ensure inclusivity • Use QR codes on posters in the waiting area 		<p>11/1/24 – Practice Facebook page launched</p> <p>5/2/24 – TV screen is now being utilised to promote practice info</p>
<p>LTC invites are being sent to patients monthly (by birthday month), however, by the time patients ring to book their appointments, this is after their birthday month.</p>	<p>Send out LTC invites earlier.</p>		<p>Completed, 18/10/23</p> <p>5/4/24 – Pts will be able to book the majority of their LTC appointments via self-book link</p>
<p>PPG to assist in the promotion of health initiatives, campaigns etc.</p>	<p>PPG to enhance their notice board in the reception/entrance to the practice.</p>		<p>22/11/23 – Notice board in place in foyer.</p>



	<p>PPG to actively run campaigns to promote services that the practice provides</p>		<p>Secretary of PPG displayed AGM Meeting info and will keep notice board updated regularly</p>
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