

**EASTBURY GP SURGERY
AND
EASTBURY GP SURGERY
PATIENT PARTICIPATION GROUP**

ACTION PLAN 2013/14

STAFFING AND SERVICE IMPROVEMENTS

The number of patients registered with the Surgery is currently 7300 and growing. The Surgery is looking at innovative ways of improving access for patients. This includes looking at online prescription requests (already used by a number of our patients but capable of much greater useage), online appointments and the gradual introduction of online messaging to improve communication between patients and doctors.

ACTION

The Surgery to look at innovative ways of improving access for patients via online prescriptions, online appointments, online messaging.

In addition the Surgery has agreed to look at introducing a triage system in order better to meet the needs of its patients by enabling initial consultations with a health professional by telephone where appropriate before a "face-to-face" consultation is arranged. It is planned to introduce this in the Spring. In addition the Surgery is looking at an improved staff mix to meet its needs and new members of staff will be introduced to the team over the coming months.

ACTION

The Surgery to introduce a triage system.

The Surgery to review staffing and staff mix

The PPG believes that there is a need for patients to be given better information about treatments and therapies already available at Mount Vernon and Hillingdon Hospitals. This matter will be researched in the year 2013/14 and information circulated to patients. The PPG will explore ways in which it might assist the Surgery to promote health awareness amongst its members. The PPG will work with the Surgery to increase awareness of local initiatives being introduced at present, e.g. the 111 service and the Integrated Care Programme which looks at providing additional support to those over the age of 75, those with diabetes, those with COPD and heart failure. The Surgery is working closely with the London Borough of Hillingdon in increasing awareness of the Telecare Services available to local patients. So far 76 patients have already agreed to be entered into this programme with personalised care plans since October 2012 following detailed consultations with doctors and nurses.

ACTION

The Surgery to provide better information for patients about treatments and therapies at Mount Vernon and Hillingdon Hospitals.

The PPG to help promote health awareness of various local initiatives.

MEMBERSHIP OF PPG

The present membership of the PPG is 140; application forms continue to be available at the Surgery and it is expected and hoped that more patients will become members. The majority of members are retired persons in the 65-85 age range and approximately 65% are female. Opportunity has been open to members of the ethnic community to apply, but there are no non-white British members on the Executive Committee which numbers 9 elected and one co-opted persons, 5 men and 5 women.

The Executive Committee intends to seek ways of increasing representation of particular groups of patients, e.g. those in the nursing homes covered by the Surgery, carers and younger patients. It will also consider ways of raising funds for the Surgery.

ACTION

The PPG to encourage more patients to join the PPG, especially those from the ethnic community, nursing homes, carers and younger patients.

PATIENT CONFIDENTIALITY

Consideration has been given to the matter of patients' confidentiality in the waiting area on the ground floor. After consultation with the Surgery Manager, the reception facilities are soon to be reorganised to enable patients to have greater privacy when talking with the Receptionist.

ACTION

The Surgery to implement plans to re-organise the Reception area.

RESULTS OF SURVEY (carried out February 2013)

There is overall satisfaction with the Professional Staff with the contribution of the two nurses being particularly praised. This is to be greatly commended. The primary problems that should be addressed are:

1. Appointments
2. Contacting the Surgery by telephone

3. Surgery opening hours

Appointments

Although the non-availability of GP appointments was a major concern when the Action Plan for 2012/13 was agreed this matter continues to rank as a primary concern in the recent Patient Survey.

Planned steps:- the Surgery has agreed to look at introducing a triage system in order better to meet the needs of its patients by enabling initial consultations with a health professional by telephone where appropriate before a "face-to-face" consultation is arranged. It is planned to introduce this in the Spring 2013. In addition the Surgery is looking at an improved staff mix to meet its needs and new members of staff will be introduced to the team over the coming months.

ACTION

The Surgery and the PPG together will continue to monitor the situation.

The Surgery will explore soft and hardware solutions to help alleviate problems encountered.

Contacting the Surgery by telephone

Over half of the respondents expressed a preference for telephone booking, but a large majority (76%) said it took too long a time for their calls to be answered. The engagement of a second receptionist or an alternative improved automated telephone system should be investigated.

ACTION

The Surgery to consider the engagement of a second receptionist and to provide training in dealing with calls expeditiously.

The Surgery and PPG together to investigate improved automated telephone system.

Surgery Opening Hours

Although there seems to be general satisfaction with Surgery opening hours, several respondents registered a need for alternative hours, particularly preferring Saturday and during the lunch break. It is intended that arrangements will be made to assist the 30% of patients who find the present times inadequate. The Surgery is currently open two Saturdays a month which are primarily for commuters.

ACTION

The Surgery to consider arrangements for accommodating other patients who find present opening times inadequate.

OTHER ISSUES

Patients' non-attendance for appointments (“DNAs”)

Some steps have already been taken to address the “did not attend” problem. The PPG is determined to do all it can to encourage greater patient responsibility in this regard and believes that increased use of technology could help by reminding patients of their appointment. Any reduction in DNAs would make more times available to patients needing an emergency or last minute appointment. In the month of February 2013 a review of DNAs indicated that around 30 doctor appointments a week were not kept. That is equivalent to one doctor being available for 2 full days with no patients to see. Clearly, whilst we may be requesting more doctor time, we do need to ensure that when they are here their time is used appropriately.

ACTION

The Surgery and PPG together to investigate greater use of technology to overcome the DNA problem.

The PPG to publicise the problem and to remind patients to advise the Surgery when they are unable to keep an appointment.

Patient Arrival Screen

The recently installed Patient Arrival Screen has been warmly welcomed and comments have included that the patients find the “prompts”, such as check your blood pressure, smoking data, reminder for reviews, very helpful. At present the Surgery figures indicate that around 75% of patients check in using the arrival screen. Only a very few patients find the system complicated or would prefer to wait to see a Receptionist.

ACTION

The Surgery continues to monitor the staffing at the reception desk.

Repeat Prescriptions

Following concentrated efforts by a sub-committee of the PPG, the problems encountered by patients requesting repeat prescriptions have been soundly tackled and hopefully are now resolved. This matter will continue to be closely monitored by the Executive Committee.

ACTION

The Surgery and the PPG together to continue to monitor the recently improved repeat prescription procedure.