



Giffard Drive Surgery Practice Report on Patient Participation DES 2011 to 2013

Changes to be Implemented Following Results of Patient Survey

The Giffard Drive Surgery Patients Group held a regular meeting on Monday, 5 March 2012 and the results of the Patients Survey were discussed and analysed at this meeting. The initial analysis highlighted general satisfaction with the broad data feedback. The full analysis (as detailed in the Survey Response Report), was discussed, as well as discussions of all the comments received in the free text question boxes.

Four main themes were clearly identified from the evaluation and discussion that centred on Step 3 of this project:

- Telephone Access (Questions 7 – 14)
- Booking Ahead (Questions 15 – 17);
- Patient Information (Question 21);
- Improve Waiting Room Facilities (Question 22)

In order to address the four themes identified via the survey that are listed above, the following actions have been taken by Giffard Drive Surgery. Each point outlines the discussion held with the PPG/PRG and a rationale behind the changes that can or cannot be delivered. These include:

No.	Problem Identified	Change Identified and/or Viability	Time Frame for change	Communications Plan
1.	Telephone Access			
1.	Greater availability of telephone lines / reception staff at 0830hours	The Practice Manager will discuss the possibility of increasing the availability of phone lines with the Telecoms company and manage accordingly.	April/May 2012	Info Page on Website; Noticeboard updates
2.	Replace outmoded telephone system within the Practice to ensure calls are not cut-off and lost	The Practice Manager is already in discussions with a new telecoms company, having held a tender bidding exercise to replace the whole telephone system and revise the incoming/outgoing call process. It is hoped this will be in place by the end of this Financial Year, or failing that within the next two months.	April/May 2012	Info Page on Website; Noticeboard updates
3.	Instigation of a call queuing system to inform patients what position they are in the queue	The Practice Manager will discuss the feasibility with the new Telecoms company and feedback the response. The PPG stated that they would prefer not to have music played into their ears whilst on-hold, but would like some indication that they are on-hold, rather than the current "silent" system. The PM will look into the various options currently available on the market.	April/May 2012	Info Page on Website; Noticeboard updates



No.	Problem Identified	Change Identified and/or Viability	Time Frame for change	Communications Plan
2. Booking Ahead				
1.	Ensure Patients are aware that they are able to pre-book appointments a number of weeks ahead (currently up to 6	An advertising campaign is to be set up within the Surgery to remind patients that this facility is available, and has been for a number of years.	Already in place (and has been for some years)	Info Page on Website; Noticeboard updates
2.	Look into viability of having up to 8 weeks' appointments bookable in advance	Analysis of this to be made for all clinical staff, including GPs, Nursing, Health Care Assistants and Phlebotomists. We currently have up to 6 weeks available on screens, and it is very dependent on holiday planning and staff availability, which in turn has to remain flexible within the Practice to cover any potential shortfall of appointments at short notice.	May 2012	Info Page on Website; Noticeboard updates
3. Patient Information				
1.	Widen Patient Communication and Information Systems	64% of patients are happy to receive information via the Practice website and 87% would like to continue to see this information on the Practice Notice Boards. However, 61% have said they would like to see a Newsletter, which is something that needs to be looked at – either as a Practice project, or a Project run by the Patient Participation Group (PPG) for the patients.	June 2012	Info Page on Website; Noticeboard updates If successful, also via a Newsletter
2.	Introduce more Hi-Tech Info systems, especially for the younger patients	4% of respondents suggested personalised messaging or letters, such as <i>Twitter</i> . In response to this, we have already set up a <i>Twitter</i> Account - @GDSurgery. This is being run by one of our GPs and he already has a following of 65! This account highlights latest health advice and information and we hope that this will form the basis of a new era of instant messaging. NB, it has been set up to send, but not to receive messages. Discussions were also held re the possibility of setting up a <i>Facebook</i> account, but this was felt not quite suitable at this stage.	April 2012	Info Page on Website; Noticeboard updates If successful, also via a Newsletter
4. Improve Facilities				
1.	Improve Waiting Room Facilities	12% of respondents made a comment about improving (or keeping the status quo) of our current waiting room facilities. Some of these were little tongue in cheek, however, serious consideration will be given to the ones with valid advice, such as improved seating, redecoration and information provision. This will be further discussed with the PPG for developing a project plan.	December 2012	Info Page on Website; Noticeboard updates If successful, also via a Newsletter