

## **Old Henry Street**



## **Medical Centre**

### **Patient Participation Group**

Chairperson : Alan Dutton

Secretary : Judith Johnson

Treasurer : Sandra Andrusjak

## **Old Henry Street Medical Centre Local Patient Participation Report**

### **Action Plan following Patient Survey Autumn 2011**

Following the completion of the 2011 Patient Survey, the Practice and the PPG considered the results, prior to this Action Plan being agreed and completed.

The Chair of the PPG attended two Practice meetings with the Partners and senior staff of the Practice to discuss the development of the Action Plan.

Two Partners then attended a joint Practice / PPG Meeting to agree this final version.

It was decided that four key areas for improvement were clearly identifiable from the Survey:-

- **Telephone Access to the Practice**
- **The Practice Appointment System**
- **The Practice Tannoy System**
- **Confidential Space for Patients visiting the Reception desk**

### **Telephone Accessibility**

**A new telephone system has been installed in January 2011**

- Three lines into surgery **COMPLETED**
- New telephone system does not 'cut out' callers as in previous old system **COMPLETED**

- On call at night gives clearer out of hours information **COMPLETED**
- Patients are now asked to ring for any results after 10.00am **COMPLETED**

## **Appointment system**

1. To increase the number of available appointments - **COMPLETED**
2. To amended the appointment slots to give the following options including day before booking - **COMPLETED**
  - Advanced appointment
  - Day after ringing for an appointment
  - On the day appointment
  - Emergencies
  - Telephone appointments now also available
3. To consider triaging appointments
  - This will involve staff training
  - It was decided to review this when more information has been obtained
4. To try to reduce the number of patients who did not attend appointments and so to ensure there are more 'completed' appointments
  - Did Not Attend Audit - **COMPLETED**
  - Patients contacted and asked the reason for non attendance - **ONGOING**
  - Results of the audit to be discussed at a PPG meeting

## **Tannoy system**

- The system to be tested by all clinical staff to ascertain and resolve the problem **COMPLETED**
- All speakers to be checked **COMPLETED (system now working effectively)**
- If the above fails an electronic notice board to be considered

## **Confidential Space in Reception**

- The current size of the Reception area does not allow for the creation of a larger 'confidential space' around the desk area
- All staff will be retrained in identifying patients who need to have a confidential discussion **COMPLETED**
- A confidential room is available next to the Reception Desk **COMPLETED**

