



# *The New Surgery*

## *Patient Participation Group*



### Action Points

All the following action points were agreed and discussed with the Patient participation group during meetings.

**Date: - 24.10.2012**

Action Agreed on 24.10.12 by PPG	Outcome	Date of completion and further improvements
<p>PPG were given an opportunity on what questions should be added onto the patient Questionnaire which should include the following:-</p> <ul style="list-style-type: none"> <li>- Aware of practice website and have accessed. (<i>what population is aware of this service</i>)</li> <li>- choice of doctor (<i>are pt aware that they can choose which Dr to see</i>)</li> <li>- How satisfy patients are with consultations</li> <li>- Prescription access and collection (<i>what population is aware of this service</i>)</li> <li>- Access to doctors and nurse (<i>how easy it is for pt to book appointment/telephone triage</i>)</li> <li>- How long waiting time(<i>what is the expected waiting time from time of arrival to see GP/Nurse</i>)</li> </ul>	<p>As per PPG Varsha prepared the practice Survey Questions and added these questions rating them from 1 being Poor to 5 being excellent.</p>	<p>Completed end of October 12 and started handing out to patients from first week of November 12 until Mid January 2013.</p> <p>The Questionnaire was uploaded on website for patients to access. They were also handed out by receptionist. All completed survey questions were anonymous and patients were advice to post in box outside reception area.</p>
<p>Reception to notify patients when Dr runs late (due to patient complaints)</p>	<p>The PP Group advised on if the reception staff could at least let patients know</p>	<p>28.10.2013 done on daily bases.</p>

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<p>on long waiting time to see doctor)</p>	<p>when the Dr or nurse are running late due to emergencies so patients are aware of this. –</p> <p>All reception staff informs all patients in waiting are when any Dr or nurse is running late for their appointments. All patient who arrive themselves at reception are informed at that point of the waiting time.</p>	<p>Any Patients who are more than 10 minutes late will either have to re-book an appointment or wait till the end of surgery</p> <p>Patients need to be aware of 10 minutes per appointment. One problem per appointment – this can affect on why Doctors/nurse run late with their appointments.</p>
<p>Update the waiting area as has lots of information – PPG informed everyone that there were too many information on the walls and is not very eye catching.</p>	<p>All staff have removed all unnecessary information and kept the information board with very limited practice info.</p> <p>Asked PPG if the waiting area looks better – pt response</p> <ul style="list-style-type: none"> <li>• Much better than before</li> </ul> <p>But still need to do the following:-</p> <ul style="list-style-type: none"> <li>• Make a rotation of information</li> <li>• Move the notice board between the nurses and Seth’s room to another suitable location.</li> </ul> <p>TV – need to be left on so can not over hear consultations from rooms</p>	<p>01.11.2012 and is updated on regular bases.</p> <p>Add this to the next agreed action point by PPG.</p>
<p>DNA Action – this is affecting on long waiting times in patients getting appointments</p>	<p>Denise (Assisting Practice Manager) is doing weekly DNA audits and advertising in reception area</p>	<p>November 12 – on regular bases – need ongoing improvements</p>



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<p>nurses and Seth's room to another suitable location.</p> <ul style="list-style-type: none"> <li>TV – need to be left on so can not over hear consultations from rooms</li> </ul>	<p>board has been removed and put onto the opposite wall.</p> <p>TV is constantly left on so consultations can not be overheard.</p>	
<p><b>DNA</b></p> <ul style="list-style-type: none"> <li>Pt said to do an audit on DNA's via their locations, Age, Sex and see the outcome of that – as it might be an issue of age or locations of where people live.</li> <li>Majority of DNA's are under 50 years</li> <li>On the day booking are being DNA</li> <li>Some not happy to contact pt who have DNA due to family problems</li> </ul>	<ul style="list-style-type: none"> <li>Denise has completed audit on weekly bases but has done in cost effects. Will do a more detail audit later on in the year.</li> <li>To contact patients who DNA on the day</li> <li>To complete survey on why they missed appointment.</li> <li>Add poster up in reception for all DNA patients</li> </ul>	<p>25.03.2013</p> <p>But this is done on regular bases and survey will be conducted in mid year for all DNA patients</p>

**Date:- 06.11.2013**

Action Point	Outcome	Date Completed
Conduct Patient Survey agreed by Patients Group	Will complete during November to December 2013	31.12.2013
Audit survey questionnaire	Varsha to audit on survey questionnaire to discuss in next meeting held on the 12.2.14	31.01.2014
DNA Audit and sending of letters to patients	Practice staff will generate a letter to all patients who DNA 3 times. Denise will put up all DNA audits on new white board in waiting area	02.12.2014 and will be on-going
Dr's Consultation can be heard in waiting room.	To fix TV health channel in waiting room and keep loud – so patients cannot hear	20.12.13 – TV health channel fixed and left on during consultation sessions

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	consultations from Dr's/Nurse rooms	
Staff Name Badges	Dee/Jade to organise name badges for all staff and have with a NHS Logo	Feb 2014 by Denise

**Date:- 12.02.2014**

Date	Description	Action	Outcome/Date Completed
12.02.2014	Making patients aware of our practice website	Group suggested if reception staff could make patients aware of our practice website. Advertise in waiting area. Add message on telephone system. Add on right side of prescription. Add leaflet for new patient registration.	On-going – to discuss in practice meeting held on the 26 March 14 for reception staff to introduce practice website to all face to face and over the telephone queries with patients. Denise to add message on telephone system – not completed yet to review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
12.02.2014	Online repeat prescription via website	Group suggested if reception staff could make patients aware of our online repeat prescription request. Advertise in waiting area. Add message on telephone system. Add on right side of prescription. Add leaflet for new patient registration.	On-going –to discuss in practice meeting held on the 26 March 14 for reception staff to introduce online prescription to patients who collect and request prescription at the surgery. Dee to add message on telephone system – not completed yet to review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
12.02.2014	Telephone consultation	Reception staff to inform patients – when booking appointments.	On-going – to discuss in practice meeting held on the 26

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		Add information on telephone messaging system.	March 14 for reception staff to introduce telephone consultation to all patients who book appointment. Denise to add message on telephone system – not completed yet to review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
12.02.2014	Photo of all staff to added onto the waiting area Notice Board.	Will organise a photo session at the surgery and add identification of Full Name and Job title and keep on notice board – so patients are aware of staff working at the practice.	Due by end of June 14 – in process
12.02.2014	DNA – this is an on-going problem – discussed 133 missed appt's in January 2014 which is 18hr of wasted time. This is waste of appointment time, which could be used for emergency cases.	Suggestion from group – to audit – reception staff contacts patients one day before their appointment to confirm if they will attend.	It is not possible for reception staff to contact patients one day before to confirm their appointments but instead we are sending text message are sent to patient when they book the appointment and another text reminder is sent 24hr before appointment. This is an on-going process.

**All the above actions have been agreed by all Patient Participation Group Members and all Clinical and non clinical staff at The New Surgery**