

## Patient Group Action points 2014-15 last updated March 2015 Summary

<u>Appointments</u>	Action by	Update
1. <b>Telephone system</b> - Feasibility review on providing automated message and queue system for phone system.	31 May 2015	Having contacted alternative telecom system providers we are in the hands of Doncaster CCG who hold the current contract to conclude their internal review before any prospect of the Practice contracting directly (a common aim).
2. <b>Release of appointments</b> - 14 Day release of routine appointments - 3 month trial proposed	30 June 2015	Incomplete – we have initiated 100% on-line appointment release, once fully implemented we will undertake a feasibility review on formally releasing appointments further ahead. Appointments can be released further ahead at present but only where there is an overriding clinical need.
3. <b>Release of appointments for working people</b> - For consideration with above trial.	30 June 2015	Access to appointment booking has improved due to the release of internet appointments and we are progressively making more Advanced Nurse Practitioner appointments available. We are currently recruiting a Practice Nurse to enable more Nurse Practitioner and Practice Nurse appointments to be made available. Enabling booking further ahead (e.g. for those working set shift patterns remains outstanding).
4. <b>Sick Note system</b> - to be re-advised to patients	Ongoing	This remains a standing item in our Practice Newsletter & have no immediate plans to remove.
5. <b>Text service</b> - Campaign for obtaining up to date text numbers.	May 2015	We have agreed a strategy for implementation though the loss of 5 staff over a 5 month period has prevented commencing to date.
6. <b>Text Service to land lines</b> - to be checked by practice.	May 2015	There appears to be the facility to send both email and land line appointment reminders to patients though there will be an unmet additional cost to the practice which remains under consideration.
<b><u>Staff Training</u></b>		
1. <b>Test results</b> - Clarification of systems to be advised to patients (website, newsletter, TV Screen & Prescription forms)	Complete	Staff and patient information now updated.
2. <b>Appts for working people</b> - Patient information to be provided on appointment release and working days agreed using bulletin board, newsletter and Website.	June 2015	Staff are aware of the introduction of on-line appointment booking and we are in the process of enabling all routine GP and Advanced Nurse Practitioner (ANP) appointments for on-line/telephone and face to face booking. This will enable equity of booking through all mediums. Additional GP and ANP appointments have been provided during the year and once a nurse Practice Nurse has been recruited the ANP appointments will be increased further. We will undertake a further review with the Patient Group to determine what additional measures need to be undertaken.
<b><u>Communication</u></b>		

1. <b>Newsletter</b> - Bi-monthly Newsletter to be produced and advertised on website, bulletin board, TV screen and on prescriptions.	Ongoing	Fully re-written Newsletter is now in place though not as frequently as we would like due to the time it takes in preparing/editing the Newsletter. We will continue to provide the newsletter on line, at other local 'centres' such as pharmacies.
2. <b>Procedural information</b> to be advised within newsletters on a regular basis	Ongoing	Examples such as sick notes, repeat medication, Electronic Prescriptions, on-line appointment registration and booking, cancelling appointments that cannot be kept and Chronic Disease reviews
3. <b>Newsletter</b> – standing items initially to include: ordering prescriptions, sick note system, DNAs, mobile numbers & texting system.	Ongoing	Completed
4. Patients advised that Newsletters can be posted with Stamped addressed envelope.	Ongoing	Completed
5. Notice boards de-cluttered.	May 15	Outstanding
6. <b>Blue board</b> for patients news	End May 15	Incomplete – have discussed with the Facilities management team and need to submit for quote for work to be undertaken.
7. Methods of contacting practice	Ongoing	Complete though never a finished task!
8. Better use of TV screens -	Ongoing	Some & ongoing additional information.
9. Appointment and Newsletter availability	Ongoing	Frequency to be increased though numbers printed and verbal demand now appears 'high'.
<b><u>Prescriptions</u></b>		
1. <b>Prescription ordering options</b> - patient advice advertised	Ongoing	Complete as far as possible.
<b><u>DNAs</u></b>		
2. <b>Review of DNA letter/removal policy.</b>	June 2015	Reviewed and established an electronic system for identifying patients who repeatedly fail to attend appointments and is due for implementation. Delayed to the departure of 5 staff over a 5 month period, training of new staff will enable this to be commenced in May.
3. <b>Cancelling appointments</b> – reminder to patients over methods of cancelling appointments	Ongoing	Have advised in Newsletters but will be further reviewing patient contact details and the ability to email and text landlines. Up to date patient telephone data still needs enhancing.
4. <b>Patient contract</b> – Review of current patient contract/information provided when new patients join	June 15	New patient welcome pack under development to include Practice Leaflet, Patient Group invitation, updated contract and latest newsletter.
<b><u>Continuity of care</u></b>		
1. <b>Suggestion box</b> – Re-mount in suitable location	March 15	Relocation to desk mounted position has been requested and chased but await maintenance providers action.

Last updated 3/15 RL