

## Surgery Actions from Patient Questionnaire 2013/2014

The Surgery Patient Participation Group met on the 17<sup>th</sup> June 2013 (see minutes for more information) and discussed types of questions that they would like to use for the next surgery patient questionnaire.

All questionnaires were completed by the end of January 2014 and on the 24<sup>th</sup> February 2014 the Surgery Patient Participation Group met and discussed the questionnaire results in detail, from this discussion, the following patient comments/improvements were agreed on as Practice Objectives for 2014, which are listed below.

### **Agreed Practice Actions 2014:**

- **Online Appointments and Prescription:** To promote patients being able to book appointments and prescriptions online. KH is going to add information on the next patient newsletter. **ACTION KH**
- **Minor Injury Service:** Kelly and Michelle to ensure as many patients as possibly know that we can deal with minor injuries here and what a minor injury consists of. To advertise this Kelly is going to find out if we can advertise on the parish website and perhaps on the village's notice boards. We are also going to make sure that our website highlights this also to patients. We have only recently advertised this service in the practice newsletter and are considering e-mailing this out to all patients whom we have an e-mail address for. We all did agree however, that the question in the patient questionnaire could have been worded in a more understandable way as "minor injury clinic", we do not actually have a specific "clinic" we run a "minor injury service". We also at the Practice need to ensure that patients understand what we mean by a minor injury. **ACTION MK/KH**
- **Recorded Surgery Telephone Message:** Kelly and Michelle to relook at this as may need re-tweaking to remind patients that the reason they are listening to the long recorded message is because they are on hold waiting for their call to be answered. However we will relook at the answer phone to see if we need to change or re word the recorded phone announcement. **ACTION MK/KH**
- **Appointments at Pevensey Bay & Westham Surgery.** Kelly to write in the next Patient Newsletter, that if possible can patients who can get to Stone Cross, to please book appointments here and to leave the Westham and Pevensey Bay surgeries for those patients who are unable to get to Stone Cross. **ACTION KH**

**\*\*\*All agreed that a reasonable time frame for these actions to be completed by 1<sup>st</sup> June 2014\*\*\***

Some of the patient comments we feel we have already tried to action or have now been resolved are as follows:

- **More Disabled Parking:** this is something which we have previously tried to increase at Stone Cross. *Extract from minutes from 09.01.2012: Disabled parking bay: KH informed group of the outcome of moving the disabled parking bay at Stone Cross Surgery. Unfortunately the parking bay would be in the road which would be dangerous and the cost came to just under £800.*
- **Recorded message too long.** This is something which we are always looking at within the surgery. *Agreed to add this as one of our "Agreed Practice Actions" below.*

- **Reception being understaffed and that there are sometimes long queues.** On discussion with group we all presumed this comment is to do with Stone Cross. We are hoping that with the new check in machine this will eliminate the long queue as patients can check themselves in. it is difficult to stop a queue forming as some patient queries can be complicated matters that take the receptionist a longer time to deal with.
- **Appointment times too short.** Appointments are for ten minutes. It is up to the GP to inform the patient if they need a longer appointment slot, for instance for a joint injection or a minor procedure. They will make sure that the patient has an appointment slip with the information ticked so that the receptionist can find a suitable day and time. Some patients complained that one particular GP cut them off half way through the consultation as the ten minutes had passed and were told to book another appointment. KH will discuss with the GP's. **ACTION KH**
- **Difficult to pre-book appointments.** The surgery works on a system where by patients can pre-book however because there is only limited availability, this system tends to only work where by a patient is happy to wait up to two weeks ahead. If the patient is after an appointment "tomorrow" or in "a couple of days time" then this is where the patient needs to telephone on the day they would like to be seen at 8.30am.
- **Difficult to see your own GP or the same GP you saw previously.** We are in the unfortunate situation where by we have three sites this means that local residents who are unable to get to Stone Cross have the opportunity to see a GP at their local GP surgery. We also have a couple of part time GPs which makes it difficult to see them, if you are acutely unwell on a day when they do not work. Our computer system lists in date chronological order your visits, so that if you do need to see another GP your symptoms and medical history and medication are all clearly listed so that the GP can note your history and treat you accordingly. If the doctor has asked you to come back to for review in one/two or a month's time, then at your appointment they should hand you a slip with this information to hand to the receptionists so that she can pre-book an appointment for you.
- **Check in machine does not tell you if you have marked in and you should be at one of the branch surgeries (Pevensey Bay and Westham).** We have already taken action on this point and we have put a notice above the machine to inform patients that if after twenty minutes they have not seen the clinicians name appear on the Jayex board (patient calling display board) to see reception. Also, receptionists and GPs are aware of the issue and if a patient is delayed due to this fault the doctor is always happy to wait for them at the branch site.
- **Difficult to get an appointment at Pevensey Bay Surgery.** We are aware of this problem and we are going to write in the newsletter, that if possible can patients who can get to Stone Cross book appointments here to leave the Westham and Pevensey Bay surgery for those patients who are unable to get to Stone Cross. *Agreed to add this as one of our "Agreed Practice Actions" below.*
- **More clinic's at Pevensey Bay Surgery.** Unfortunately we are limited due to space and accessible consulting rooms.