



Patient Participation Group Areas of Priority 2014-15 – updated following results of March 2015 Survey

i) Types of appointment including length would be a good thing to work on.

March 2015: The practice has increased the number of telephone consultations. Patients are being surveyed about the experience of appointments and attitude towards a 5min 'express appointment'. DC said she felt telephone consults 'are brilliant'.

Update following survey: 55% of patients surveyed were aware of the doctor call-back service and those who have used it gave it an 85% approval rating.

Action: Continue to raise patient awareness of the doctor call-back option. (Who: All)
Both Urgent on-the-day appointments and pre-bookable appointments had a 77% approval rating.

Action: Continue to monitor our appointment system and fine tune the embargo & released of appointments to adjust to demand. (Who DJ)

After reviewing the survey results it was thought that a 5 minute express appointment might not be the most useful way forward. Telephone consultations are more likely to fulfil this need along with increased awareness that patients have the option to book a double appointment for 2 unrelated issues.

Action: Promote both telephone consultations & the use of double appointments for complex or 2 unrelated issues (Who All)

Action: Ensure patients are kept updated by reception if a doctor is running late. Let patient know if the doctor is already running late when they book in face-to-face. (Who Reception team)

Update November 2015: The practice continues to fine tune its appointment system and through its Federated working is also part of the Islington iHUB pilot, a Prime Minister's Challenge funded pilot project to provide GP appointments 8-8pm seven days a week at 3 Islington HUB locations.

ii) Improving the fabric of reception. Liaising with Prop Co and also looking at the functionality of the TV, lights, notice boards & painting.

March 2015: The asbestos removing programme is well underway. Patients are being surveyed about their experience of the building and asked to prioritise different improvements to the reception area. DJ mentioned one scheme is to reconfigure reception by moving the desk away from the centre and placing 2 desks at either end of the reception but this is simply an on paper plan with no resources to back it up.

Update following survey: The centre's patient toilets scored poorly in the survey and the shared the reception seating area & desk were also not providing a very good experience. When asked to prioritise improvements to the building top priorities were Improve 1) patient toilets 2) Reception cleanliness 3) Redecorate Reception area 4) reception lighting.

Action: The practice will to continue to liaise with the building management to get improvements instigated. (Who: DJ)

Update November 2015: The current asbestos removal programme has been completed. However the building management company has left undisturbed 2 areas where the asbestos is buried within the fabric of the building & removal was deemed by them too expensive & disruptive.

The shared reception area was painted & patient toilets re-decorated with replacement of the broken tiled floor with non-slip lino. Reception lighting is still quite dull during the winter.

Action: The practice will continue to push for building improvements especially improvement to the lighting in reception.

iii) Migrating to the new website with patients able to register & submit their registration form online would be good.

March 2015: New website has been live for a few months now. Online registration has been switched off while some teething problems are addressed. Patients are being surveyed about their experience of the new website & online services including online registration. TW asked if the website was kept updated & DJ said yes. It will be updated soon with our new clinical team members. TW said he finds the changing image of the front page of the website distracting.

Update following survey: 70% of those surveyed knew they could book an appointment on line & 60% knew they could order repeat prescriptions online. With a 69% approval rating for online appointment booking and 77% approval rating for online prescription ordering. The practice is limited by its ability impact the online booking experience as it is provided by the clinical system provider but can facilitate navigation to this portal via our website.

Action: The practice will continue to advertise its website & online services and ensure it is easy to find the online portal via links on the website. (Who: DJ, LEX & All)

There was a 70% approval rating for the new website for both content and usability.

Action: The practice will continue to respond to feedback concerning the practice website. (Who: DJ & LEX)

The approval rating for online registration from those who used it was high at 76% however only 17% of patients were aware of this service which was deactivated due to a couple of administrative hitches.

Action: The practice will iron out any problems and re-activate this, especially in time for Autumn 2015 student registration.

Update November 2015: The practice re-activated an improved online registration process and has received over 1300 online student registrations since 1st October 2015.

iv) Reception team – it was agreed at the last meeting that this would be added to the priorities from the previous year's action plan.

March 2015: Some members of the reception team have had training relating to cancer awareness. Patients are being surveyed about their experience of the reception team. DC said the team was very good. EW highlighted that the answerphone message uses the term 'representative'. DJ said he would look into that. TW said Orla has a very good phone manner. DS said the practice was reconfiguring its reception team a little as Orla was now training to be a Health Care Assistant.

Update following survey: The reception team received between 65-68% approval rating for warmth of greeting, ability to listen, explanations & recommendation. They received a 74% approval for booking an appointment face to face & 70% approval for booking on the telephone.

Action: The practice will continue to develop the reception team to enhance good patient experience for this vital part of the our team. (Who: DJ, JE)

Update November 2015: The practice has had some turnover in reception staff since the survey but continues to develop its reception team. The team are scheduled to receive some safeguarding training in relation to domestic violence from IRIS project in January 2016.

