

## 2013 Practice Action Plan

Discussed at the Patient Participation Group meeting on 27<sup>th</sup> February 2013.

Proposed areas of improvement:

### 1. Access to a doctor

According to the recent survey, 45% of patients surveyed said that they were able to see a doctor the same day, 16% were able to see a doctor the next day and a further 20% were able to see a doctor within 48 hours. In total, 80% were able to see a doctor within 48 hours. However, patient expectation has risen dramatically over the past 12 months and more patients now felt that was important to see their own doctor (85% in 2012 as opposed to 73% in 2011). This has put an extra strain on the service as more patients seek appointments with their own doctor.

**Practice action point:** The Practice has already reorganised doctors' rotas in order to ensure that cover is more evenly distributed throughout the week. These changes have resulted in a net increase in doctor sessions and has provided extra appointments. Furthermore, locum cover will be available when doctors are on annual leave – this is a new development to ensure the level of appointments available is not compromised during holiday periods. The practice has also employed a nurse prescriber who can see patients with minor illnesses. Practice nurses are being trained currently to take on this role in due course.

### 2. Length of appointments

Results in this area showed a small drop in satisfaction (84% in 2012, compared to 87% in 2011). Although the overall result remains high, possible reasons for the drop need to be considered

**Practice/PPG action point:**

- Clarification on the reasons for this perception to be obtained via survey/questionnaire/newsletter/virtual group.
- Evaluation/discussion of results at a future meeting
- Action plan (patient education?)

### 3. Telephone Access

In 2011, 61.5% of respondents reported their satisfaction with phoning through to the practice as good, very good or excellent. Although this had risen to 67% in the 2012 survey, this could still be identified as an area for further improvements. The improvements to doctor availability (as described in item 1) should have a positive effect on telephone access.

**Practice action Point:** Inform patients of improvements via website / patient screen / newsletter

#### **4. Receptionist Enhanced Training**

The 2013 patient survey asked respondents to explain why they would not recommend the surgery was included to highlight areas for action. Despite a high score in the survey, we feel that there is still room for improvement in this area

***Practice action point:*** to initiate a continuing programme of customer service training for all receptionists and frontline staff.