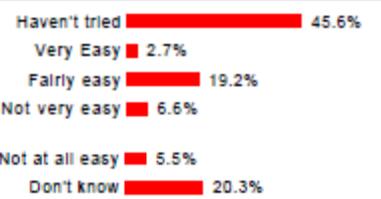




Key Areas	Comments and Actions	Action for																								
<p>Telephone Access – to the Practice</p> <hr/> <p>How often do you visit the practice?</p> <hr/>  <table border="1"> <tr><td>Weekly</td><td>2.2%</td></tr> <tr><td>Monthly</td><td>29.6%</td></tr> <tr><td>More than once a year</td><td>55.3%</td></tr> <tr><td>Annually</td><td>5.6%</td></tr> <tr><td>Less often</td><td>7.3%</td></tr> <tr><td>Never</td><td>0%</td></tr> </table> <hr/> <p>In the past 12 months how easy have you found the following?</p> <hr/> <p>Getting through on the phone</p> <hr/>  <table border="1"> <tr><td>Haven't tried</td><td>3.2%</td></tr> <tr><td>Very Easy</td><td>10.7%</td></tr> <tr><td>Fairly easy</td><td>46%</td></tr> <tr><td>Not very easy</td><td>25.1%</td></tr> <tr><td>Not at all easy</td><td>13.9%</td></tr> <tr><td>Don't know</td><td>1.1%</td></tr> </table>	Weekly	2.2%	Monthly	29.6%	More than once a year	55.3%	Annually	5.6%	Less often	7.3%	Never	0%	Haven't tried	3.2%	Very Easy	10.7%	Fairly easy	46%	Not very easy	25.1%	Not at all easy	13.9%	Don't know	1.1%	<p>The survey results showed that 39% of patients who completed the survey thought that it was “not very easy” or “not at all easy” to get through on the telephone.</p> <p>The PPG discussed the various issues around telephone access and ways to improve it. We decided upon the following actions:</p> <ul style="list-style-type: none"> ● Patients calling after 2.00 pm - The Practice team to encourage patients to call for results after 2.00 pm. A message to be put on letters to patients to say that test results are available after 2.00pm. ● SystemOnline registration - The Practice team to encourage patients to register for the online booking of appointments and ordering of prescriptions. This could reduce the daily traffic for routine non-urgent appointments and repeat prescription requests. It is possible for patients to cancel and manage their own appointments online ● Call queuing - To look into the possibility of adding a function on the telephone system to let patients know what position they are in the queue on the telephone. Some patients are repeatedly calling the practice and hang up when they get the message as 	<p><i>Practice</i></p> <p><i>Practice</i></p> <p><i>Practice</i></p>
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	<p>they don't realise that they are in a queue.</p> <ul style="list-style-type: none"> ● Telephone Call Data - The Practice is currently investigating options for call handling software with the hope of producing reports for the number of calls received daily, average wait times etc. It is hoped that we will be able to review this information in the PPG on a monthly/quarterly basis and develop an action plan. ● Text Alerts – Encourage patients to register for SMS reminder service for appointments 	<p><i>Practice</i></p> <p><i>Practice</i></p>														
<p>Telephone Access – to speak to a doctor</p> <hr/> <p><u>Speaking to a doctor on the phone</u></p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Haven't tried</td> <td>23.1%</td> </tr> <tr> <td>Very Easy</td> <td>9.1%</td> </tr> <tr> <td>Fairly easy</td> <td>28%</td> </tr> <tr> <td>Not very easy</td> <td>17.2%</td> </tr> <tr> <td>Not at all easy</td> <td>10.8%</td> </tr> <tr> <td>Don't know</td> <td>11.8%</td> </tr> </tbody> </table>	Response	Percentage	Haven't tried	23.1%	Very Easy	9.1%	Fairly easy	28%	Not very easy	17.2%	Not at all easy	10.8%	Don't know	11.8%	<p>The survey results showed that 28% of patients who completed the survey thought that it was “not very easy” or “not at all easy” to get to speak to a doctor on the telephone.</p> <p>This question the PPG felt was a little misleading. As the doctors are consulting throughout the day it isn't always possible to speak to a GP straight away on the telephone. The practice has various ways for a patient to speak to a GP throughout the working day via a message being sent to the GP asking them to call a patient or perhaps through booking a telephone consultation.</p> <ul style="list-style-type: none"> ● Patient communication – A sub group to look into effective means of communicating information to patients on how to access services in the practice. 	<p><i>Sub group</i></p>
Response	Percentage															
Haven't tried	23.1%															
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<p>Telephone Access – to speak to a nurse</p> <hr/> <p><u>Speaking to a nurse on the phone</u></p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Haven't tried</td> <td>45.6%</td> </tr> <tr> <td>Very Easy</td> <td>2.7%</td> </tr> <tr> <td>Fairly easy</td> <td>19.2%</td> </tr> <tr> <td>Not very easy</td> <td>6.6%</td> </tr> <tr> <td>Not at all easy</td> <td>5.5%</td> </tr> <tr> <td>Don't know</td> <td>20.3%</td> </tr> </tbody> </table>	Response	Percentage	Haven't tried	45.6%	Very Easy	2.7%	Fairly easy	19.2%	Not very easy	6.6%	Not at all easy	5.5%	Don't know	20.3%	<p>This method isn't used very frequently but the patients who do use it generally know how to speak to a nurse. No specific action was noted this falls into the patient education as above.</p> <p>It was agreed that as part of the communication sub group we need to promote the roles of the nurse and particularly the role of the nurse practitioner.</p>	<p><i>Sub group</i></p>
Response	Percentage															
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Telephone Access – Obtaining results

Obtaining test results by phone



Patients who answered this question have little difficulty obtaining results.

Seeing a doctor – Quickly

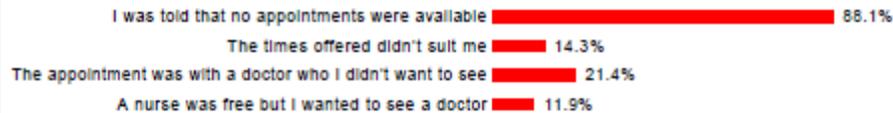
In the past 12 months have you tried to see a doctor quickly? That is, on the same day or in the next two weekdays that the practice was open



Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open?



If you were unable to be seen during the next two weekdays that the practice was open, why was that? Please tick all that apply



From the patient survey results a number of patients have tried to access a GP quickly and 66.2% have been able to. Disappointingly out of the 31.6% who were unable to get an appointment in the next two working days 88.1% were told that there were no appointments.

The PPG discussed the new system of Sit and Wait appointments and how it has effectively met the 'on the day' demand for urgent appointments. On the day appointments for what a patient believes is urgent are available when demand is high and the next routine available appointment with a practitioner isn't suitable. It isn't always possible for a patient to see their GP of choice but another practitioner would be offered.

- **Patient communication** – The sub group will look into effective means for communicating how to access a clinical practitioner and how we can publicise the sit and wait appointments. We need information for patients on how to book urgent same day appointments and how to book routine appointments.

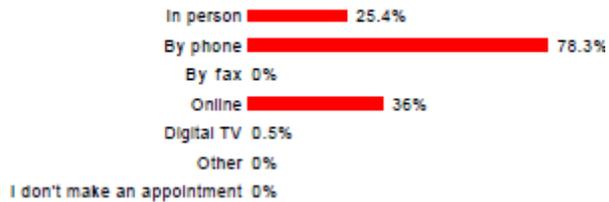
- **Practice staff training** – Training in call handling and dealing with urgent patient requests

Sub group

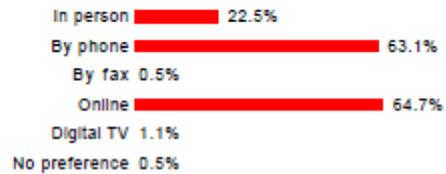
Practice

Seeing a doctor – Method for booking

How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply



Which of the following methods would you prefer to use to book an appointment at the practice? Please tick all that apply



Currently most patients book their appointments by telephone or in person. 36% of patients surveyed are using the online booking and 64.7% would prefer to book online. This links in with the PPGs previous action to promote the SystemOnline service.

A high proportion of patients would still like to book by the telephone or in person.

- **SystemOnline registration** - The Practice team to encourage patients to register for the online booking of appointments and ordering of prescriptions.

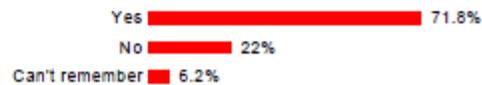
Practice and PPG

Seeing a doctor – Advance booking

In the past six months, have you tried to book ahead for an appointment with a doctor? That is, an appointment more than two weekdays in advance



Last time you tried, were you able to get an appointment with a doctor more than two weekdays in advance?

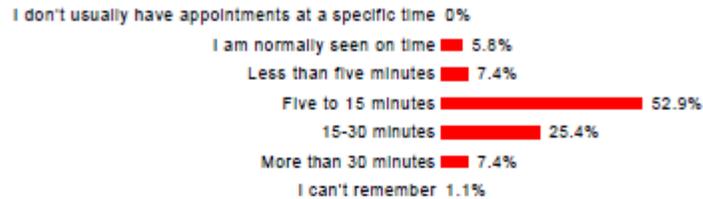


According to the results over 70% of patients who have tried to book ahead for an appointment with a doctor have been able to.

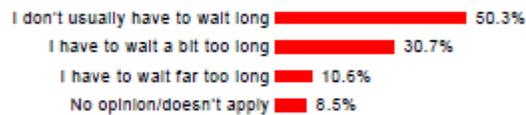
No further actions were identified

Attending an Appointment – Waiting time

How long after your appointment time do you normally wait to be seen?



How do you feel about how long you normally have to wait?



When you last visited the practice, how much time did you spend with the doctor?



From the results 52.9% of patients had to wait 5-15 minutes for their appointments and 32.8% had to wait over 15mins. When also asked how much time they spend with a doctor 57.1% spent between 5 and 9 minutes and over 30% of patients spend over 20 minutes.

On reflection this could account for the number of patients having to wait for over 15 mins given that all Doctors appointments are booked in 10 min slots.

Nearly 90% of patients felt that they were given the right amount of time in an appointment.

The PPG discussed ways to improve this area. The agreed actions were:

- **Reception team Communication** - The Practice team to actively communicate to patients when a surgery is running behind whether it is down to an emergency or a busy surgery. GPs/clinicians to communicate to reception when their surgeries are running late. To also look into the Self check-in giving patient a number indicating where they are in list to be seen.
- **Waiting time Audit** - The Practice to undertake an audit on waiting times

Practice

Practice

The Practice Opening times

How satisfied are you with the opening hours at the practice?



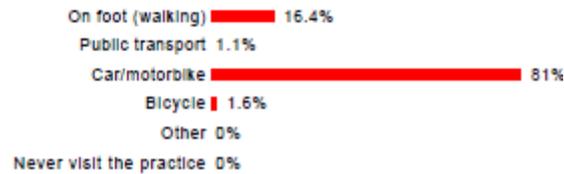
Nearly 80% of patients are satisfied with the opening hours at the Practice. Disappointingly a number of patients aren't aware that we are open from 8.00 am in the morning, that we remain open across lunchtime. 18.3% didn't know that the practice is open after 6.00pm and Tuesday evenings until 8.15. 30.6% of patients didn't think the surgery was open on a Saturday, which is between 9am and 12 noon at Brough weekly.

52% would like the practice to open other times. Given the

	<p>results we wondered if some of this was that patients were not aware of all the extended opening time and the practices working hours.</p> <ul style="list-style-type: none"> ● Patient communication – To promote opening hours and extended hours services. Possible additional signage 	<p><i>Sub group</i></p>
<p>Getting into the Practice</p> <p>How easy do you find getting into the building at the practice? SUM</p> <hr/> <p>Very easy 82.5%</p> <p>Fairly easy 14.8%</p> <p>Not very easy 1.6%</p>	<p>Over 95% of patients find it easy to get into the building at the practice. We hope this will be improved further with the addition of an automatic door being fitted at the Brough Surgery when the new Pharmacy is built.</p> <ul style="list-style-type: none"> ● Patient Access – Disabled access into the surgery to be looked at through a sub group 	<p><i>Sub group</i></p>
<p>Reception facilities at the practice</p> <p>In the reception area, can other patients overhear what you say to the receptionist? SURVEY ORDER N</p> <hr/> <p><small>QUESTION SHOWN WHEN ANSWER TO QUESTION How easy do you find getting into the building at the practice? IS ANY OF Very easy, Fairly easy, Not very easy, Not at all easy</small></p> <p>Yes, but I don't mind 50.8%</p> <p>Yes, and I am not happy about it 27.5%</p> <p>Yes, but I can request a private discussion 16.4%</p> <p>No, other patients cannot overhear our conversation 5.3%</p>	<p>27.5% of patients are unhappy about being overheard in reception. We have installed a privacy screen at South Cave and at both sites encourage patients to stand back from the reception desk. The Radio is on in the background to reduce conversations being overheard. The practice will continue to promote privacy where possible and patients can always ask to discuss matters in private if they wish.</p>	
<p>Reception facilities at the practice</p> <p>Do you like our automatic check-in service? This service is a computer screen that lets you register your arrival at the practice</p> <hr/> <p>I like it a lot 44.7%</p> <p>I like it 29.3%</p> <p>Neither satisfied nor dissatisfied 16%</p> <p>I would prefer to see the receptionist 9%</p> <p>I cannot stand it 1.1%</p>	<p>Over 70% like the automatic check-in service. The automatic check-in was recently introduced at South Cave. This isn't to replace any receptionists as some patients have thought. This is to free time up for them to help patients with other queries, book appointments and do other back office duties.</p> <ul style="list-style-type: none"> ● Patient Access – To look into a wall mounting for the check-in screen at South Cave for improved patient access. 	<p><i>Sub group</i></p>

Getting to the Practice

How do you normally travel to the practice?

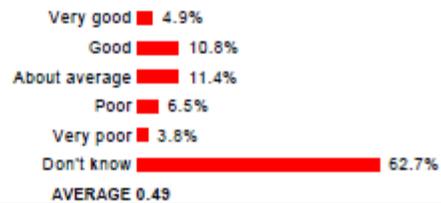


As you frequently travel to the practice by car or motorbike, what is your view of the facilities available?

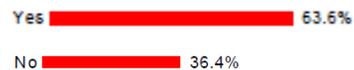
QUESTION SHOWN WHEN ANSWER TO QUESTION How do you normally travel to the practice? IS ANY OF Car/motorbike



Do you think the public transport services to the practice are:



If you need to see a doctor at the practice during typical working hours, can you take time away from work to do so?



81% of patients who completed the survey travel via car/motorcycle.

- **Go Green Campaign** – The PPG decided some time ago to look into a Go Green Campaign to encourage patients to walk or bike to the surgery. As part of the Pharmacy build we are looking to install a new bicycle rack at the Brough surgery.

Bryan Davis said that the Elloughton cum Brough Parish Council are looking at ways to promote the bus services locally. The practice will look to include the timetable in their next booklet.

Sub Group

36.4% of those patients who work cannot take time away from work to see a doctor during working hours. This is where the extended hours surgeries on a Tuesday and Saturday morning need publicising to these patients.

Action Plan was reviewed and agreed at the PPG Meeting 21st March 2012.

Results to be displayed on the practice website at www.broughandsouthcavemedics.co.uk

To summarise the actions fall into the following Groups:

1. Improving Telephone access

- Patients calling after 2.00 pm
- SystemOnline registration
- Call queuing
- Telephone Call Data

2. Provide effective means of communicating information to patients on how to access services in practice

Sub-committee to be set up to meet outside the main group to look in detail at the issues:

- Internet appointment booking/repeat prescription ordering
- Text message alerts
- More awareness of how our appointment system works
- Availability of telephone appointments with GP or nurse
- To promote the differences between healthcare professionals and who is the most appropriate to see for what
- Promotion of the practice opening hours including Tuesday Evening and Saturdays

Sub committee has been formed and is due to meet on 28th March.

To consider an in-house video promoting the Practice's services

3. To improve the quality training for the reception team

- Dealing with urgent patient requests

4. Practice service improvements

- Patient waiting time audit
- Communication to patients when surgeries are not running on time

5. Patient Access within the surgery – Particularly for disabled patients

6. Go Green campaign