

# North Road Suite

■ RAVENSTHORPE HEALTH CENTRE ■



## **ACTION PLAN 2013 2014 UPDATE 11<sup>TH</sup> NOVEMBER 2013**

### **Telephone Access**

Contacting the surgery – We have successfully introduced our new Telephone System to improve access under the 2012/2013 action plan.

(Expected outcome: to gauge patient experience by conducting a phone survey in June 2013 to measure improve speed and call handling for Patient enabling our Receptionists to provide a faster and efficient service).

You told us this year that compared to all previous surveys that telephone access has been improved.

We are now above the National bench mark for this service but want to improve even further.

In order to reduce the need for patients to have to continually phone the Practice to access services we are increasing the offer of online services (see next action point)

### ***Action Plan (UPDATED 11<sup>TH</sup> NOVEMBER 2013)***

***Following the advice of our Patient Participation Group (PPG) members' their general consensus is that the phone survey should be conducted in the latter half of 2013 with the help of our PPG tea using the General Practice Assessment Questionnaire. This will give service users a few months experience with the new system. We will then be able to assess any refinements required to be made to the system and also gauge if our on line offers have reduced traffic on the phone lines.***

## Online Service Offer Expansion

1. **'Online Services' for patients.** This will build on the preparation work to enable additional functionalities which was completed in the action plan for 2012/2013. These services will be offered via our Practice website and will provide a link to 'SystemOne online' which is our clinical computer system. This will enable patients access to their records for on line services through a secure link .It is anticipated that we will be able to offer the following services online to our practice population;

### **Action Plan (now completed)**

Our PPG members will be the first patients to be registered for the new 'online offer' in April 2013. They will test the services and feed back to the Practice team.

In May 2013 the registration for online services will then commence for the Practice registered patients.

### ***Action Plan (UPDATED 11<sup>TH</sup> NOVEMBER 2013)***

*'System Online' has successfully introduced with **248** patients registering for the new online secure service within the first two month. This is what is available so far;*

1. Repeat medication
2. Online booking of GP appointments and cancellation of appointments booked on line
3. View past and current appointments
4. Update your demographics
5. Complete online questionnaires uploaded by the Practice/PPG or Clinical Commissioning Group.

(More services will be added in year two which will be in our action plans for 2014/2015)

**Patient Education, Self Care and Signposting to Local Services:** The Practice has obtained funding to introduce two 'Health Care Multi Media' centres in our patient reception areas. The system is provided by Jayex who provide these systems to multiple health care operations including Primary and Secondary Care.

The aim is simple, to provide the right information in a highly professional and effective format directly to our patients in 'real time'. The objective is: To provide signposting, educational information and support for our service users to enable them to work in partnership with us to improve their health outcomes and service user experiences.

This will have a direct impact on health service costs if prevention and intervention treatments can be made known and available to our patients in this effective way.

1. Current and real time information for patients
2. Highly effective promotional tool for Practice and NKCCG sign pointing of services.
3. Improve the patient experience
4. Promote clinical and support services
5. Promote self care services
6. Provide the means to provide real time updates directly to patients
7. Wayfinding information for patients
8. Create clear and professional messaging and service promotion for service users

### **Action Plan (now completed)**

The Practice is meeting with the system supplier on Monday 11<sup>th</sup> March to discuss the set up and installation.

Once these have been agreed the dates for installation will be posted in the updates against the plan.

PPG members will be involved at all stages to give their suggestions and feedback.

### ***Action Plan (UPDATED 11<sup>TH</sup> NOVEMBER 2013)***

The multimedia screens have now been installed. In addition the Partners added the 'Patient Call' option which has made it much easier for patients to see that the clinician has called them and what room to proceed to.

1. The system will provide valuable information to our patients over the coming months and will be themed to match specific clinics such as antenatal and current health issues such as the measles and Flu campaigns.
2. The media screens have been a big success during our recent Flu and shingles campaigns.

Finally if you want to provide additional feedback you can  
Speak to our receptionists and ask them to pass on the information.

Put it in writing to us and mark it for the attention of the Practice  
Management.

Log on to our Practice website at [www.northroadsuite@gpsurgery.net](http://www.northroadsuite@gpsurgery.net) and  
submit your feedback .