North Road Suite

RAVENSTHORPE HEALTH CENTRE

PATIENT SURVEY PRACTICE ACTION PLAN

IN ASSOCIATION WITH

FULLY COMPLETED - FINAL UPDATE FEB 2013

Contacting the surgery – Improved Telephone System

(Expected outcome: an updated 'phone management system' to improve call handling for Patients enabling our Receptionists to provide a faster and efficient service).

- THE SYSTEM SUPPLIERS HAVE UPGRADED AND INSTALLED THE NEW SOFTWARE TO ENABLE THE NEW SYSTEMS.
- ASSISTANCE MESSAGES HAVE BEEN RECORDED.
- WE ANTICIPATE TO TRIAL THE SYSTEM EARLY SEPTEMBER AND SHOULD BE FULLY FUNCTIONAL IN OCTOBER.

FEBRUARY UPDATE

- **THE NEW CALL HANDLING SYSTEM WENT LIVE ON WEDNESDAY 16TH JANUARY 2013. AFTER THE FIRST 8 WEEK OF THE NEW SYSTEM WE WILL BE ASKING FOR PATIENT FEEDBACK VIA OUR TELEPHONE SURVEY WHICH WILL HELP US TO REFINE THE SYSTEM AND ADDRESS ANY DIFFICULTIES.**
- **PLEASE DO *HELP US BY COMPLETING THIS 'TELEPHONE SERVICE SURVEY' SO WE CAN MEASURE THE OUTCOMES.***

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Doctors Appointments

(Outcome: we have provided patients with bookable appointments, removed the need to constantly ring at 8am the following day to be seen as a daily acute, introduced medical emergency appointments for genuine medical emergencies only these are only booked with the authorization of the doctor, provided after school bookable appointments for children so they don't need to be taken out of school).

- DOCTORS APPOINTMENTS HAVE BEEN INCREASED BY AN ADDITIONAL 329 PER MONTH WHICH INCLUDES:
- MORE ROUTINE BOOKABLE APPOINTMENTS
- WE HAVE INTRODUCED AFTER SCHOOL PAEDIATRIC APPOINTMENTS (YOU CAN ALSO REQUEST TELEPHONE ADVICE FROM THE DOCTOR – OUR RECEPTIONIST WILL TAKE THE DETAILS AND THE DOCTOR WILL CONTACT YOU AFTER SURGERY)

ALWAYS MAKE YOUR DOCTORS THE FIRST POINT OF CONTACT THIS AVOIDS THE NEED TO ATTEND UNNECESSARILY AT A & E WHERE YOU WILL HAVE A LONG WAIT.

IF YOU HAVE A LIFE THREATENING MEDICAL EMERGENCY YOU SHOULD DIAL 999

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UPDATED PROGRESS FEBRUARY 2013

Car Parking issues

- Elaine Oldroyd, Practice Finance Manager and the Practice Team have already undertaken extensive work and negotiations with the PCT, Council Members and Planning Departments.

- One of our Patient Participation Group members has taken up this issue on behalf of patients. If you would like to provide any further information to our Patient Participation Group members please ask to speak to Elaine Oldroyd.

- **A planning application has been made to extend the car park, however, *We accept that this is a very difficult and complex situation to resolve, however, all parties are still working hard to try and secure a improvements.***
- There is no further progress that we can effect as of February 2013.

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UPDATED PROGRESS NOVEMBER 2012

Developing Online services – 'SystmOne online'

(Expected outcome: expand service provision, access and convenience for patients removing the need to have to phone the Practice)

- **66%** of patients surveyed had access to the internet
- Patients surveyed indicated that they would like to be able to book appointments on line and get their test results in addition or order repeat medication.
- Being able to access Practice services via the Practice clinical internet provider (SystmOne) would make it quick and convenient for internet patients and take traffic off the telephone services.
- Although many of our patients order their repeat prescriptions via the Practice website www.northroadsuite.gpsurgery.net the ordering system via our clinical online system would be easier for patients as it lists all of your repeat medication.
- Work to set up the systems required will now commence in January of 2013.
- We are on track to introduce extended online services from May 2013.

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Patient Participation Group

UPDATED PROGRESS NOVEMBER 2012

Patient Refreshments

- We have enquired with the building services provider with regards to the installation of cooled water and are awaiting an imminent update.

- We are still awaiting confirmation from the Buildings Management Company and have made further enquiries with regards to an installation date.

- This is with Mitie Management services and we are still awaiting for this work to be approved

- In the meantime if anyone feels unwell or requires a drink of water please speak to one of our receptionists who will be happy to provide you with one.