

# Drs: K Dean, P Owen, S Al-Khaffaf & S Griffiths

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[www.drdeanandpartners.co.uk](http://www.drdeanandpartners.co.uk)

## Access & Availability Survey 2013 ACTION PLAN

Survey Findings	Discussion	Actions
<p><b>Appointment availability</b></p> <p>93% of patients have booked an appointment with a doctor or nurse during the past 12 months.</p> <p>90% of patients thought that the appointment they booked was very/fairly convenient.</p> <p>86% of patients were very/fairly satisfied with the opening hours</p> <p>Only 15% of patients expressed a preference for evening or weekend appointments</p> <p>57% of patients felt they were able to get an appointment within 2 working days.</p> <p>Of the patients who did not get an appointment within 2 days, 62% stated this was because there were no appointments available and 38% said this was because they wanted a particular doctor</p>	<p>1) Concerns were raised about the time taken to answer the telephone, particularly in the mornings which is understandably frustrating for the caller.</p> <p>The PPG wonder whether there is any scope for a queuing system to be implemented.</p> <p>2) Evening and weekend appointments need to be offered to patients by the receptionist and these should be clearly advertised</p> <p>3) Patients expressed difficulty in getting follow-up appointments due to availability and felt that it should be pointed out to patients that the consultation is recorded and would be available to other doctors.</p>	<p>1) The practice telephone system currently provided across Stockport by the Clinical Commissioning Group has limitations and requests for additional facilities have in the past proved to be very costly.</p> <p>Other Practices within the locality have expressed similar concerns and it is anticipated that in the near future there will be some improvements to the system.</p> <p>2) Details of the extended hours provided by the practice are advertised in the Practice leaflet and Practice website and currently operate on a rotational basis. These appointments are offered to all patients as soon as they become available and are snapped up very soon. With only 15% of patients expressing a preference for weekend &amp; evening appointments there is not sufficient demand to warrant an increase.</p> <p>3) Doctors generally book follow up appointments themselves where possible but felt that a valid point had been raised and agreed to inform patients.</p>

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Survey Findings	Discussion	Actions
<p><b>Appointment Booking</b></p> <p>49% of patients have used the Telephone consultations but 25% of patients were not aware of the service.</p> <p>76% of patients currently use the telephone to book appointments but 30% of patients would prefer to use the internet to book appointments.</p> <p>68% of patients found it very/fairly easy to get through on the telephone and 28% expressed difficulty getting through</p>	<p>It is reassuring to know that in spite of the difficulties expressed, overall patients are generally able to get through to the surgery fairly easily and are utilising the telephone consultation facility.</p> <p>However the PPG felt it would be helpful if further advertising of this and other information could be promoted using the LED patient call in boards and notice boards in the waiting area.</p>	<p>The Practice leaflet is currently under review and that is intended that this should provide clear detail on the services provided and details of access availability EG: when to call to obtain results, request home visits or speak to a member of the team.</p> <p>The practice also plans to include this information on the website and in the next practice newsletter due out in Spring 2014.</p> <p>In addition, they will endeavor to add information to the LED board and regularly update and maintain the notice boards</p>
<p><b>Attending Appointments</b></p> <p>14% of patients had failed to keep an appointment on one or more occasion.</p> <p>61% of patients preferred to cancel appointments by telephone</p> <p>26% expressed a desire to cancel appointments via text or online.</p> <p>Suggestions for dealing with patients who fail to attend were varied but nobody felt we should do nothing.</p> <p>24% - write to patients 25% - text reminders 23% - telephone patients 16% - fine patients 9% - remove patients</p>	<p>The practice currently sends a warning letter and a copy of the failed attendances policy to all patients who repeatedly fail to attend for appointments and subsequent attendance is then regularly monitored. A further 2 warnings and an opportunity to discuss any difficulties are issued to patients who remain persistent in the failure to attend.</p> <p>It is only as a last resort that we request the removal of any patient from the practice list.</p> <p>Each month the number of patients who missed their appointments with us is published on the notice board.</p>	<p>The Practice would like to adopt a text reminder service but this has a high cost implication which is not justifiable without sufficient relevant patient information to implement it.</p> <p>The practice intends to launch a campaign in the new year to capture up to date contact details (mobile and email) for all our patients prior to trialing the software necessary to provide the service.</p> <p>Patients can also update their details on line via the Practice website.</p>

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Survey Findings	Discussion	Actions
<p><b>Overall Satisfaction</b></p> <p>In general 92% of patients are satisfied with the care they receive at the Practice.</p>	<p>It is rewarding to everyone involved at the surgery to hear that their efforts are appreciated.</p> <p>Whilst the systems in place may not suit everyone, they remain continuously under review and we endeavor to provide the best service we can within the current constraints</p>	<p>We will continue to work with the PPG to develop the level of service provision and actively encourage our patients to join us in contributing to the further progress and development of the surgery.</p> <p>The PPG developed a Patient Information Flyer intended to promote services and keep patients informed of surgery procedures.</p> <p>The practice felt this was a very useful tool and plan to adapt the idea and with a view to rolling it out in the New Year.</p>

## ACTION PLAN UPDATE 25/02/14

- **GMSCU have confirmed they are working with BT to further development the telecoms system.**
- **Doctors now ensure that they book follow up appointments themselves if patients need to be brought back within a short time span.**
- **Telephone Consultations are promoted in the patient leaflet, on the notice board/LED board & website and receptionists offer these to patients calling for appointments.**
- **The practice continues to have issues with patients who do not attend. The new clinical system has a facility to send text reminders and it is anticipated that this will help reduce numbers. The system goes live on 24<sup>th</sup> April 2014**
- **The practice adapted the PPG devised "Are you Aware?" leaflet to suit the practice objectives and this was first launched in January 2014. However, patient interest unfortunately appeared to be very limited and several flyers were found scattered in the waiting room and doorways. Due to the printing costs involved it was not considered to be an effective means of communication at this time. Following the installation of the new clinical system, electronic prescribing service and practice website in April 2014 the practices may consider review implementing the flyer again.**

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