

Patient Participation DES – Action Plan - Patient Reference Group (PRG)

The Action Plan below was agreed by the Bedlingtonshire Patient Group on 9th March 2012.

Priority for Action	Proposed changes	Who will be involved?	How will we measure change and time frame
<p>Receptionists 32% of patients felt that our Receptionists were only fairly helpful.</p>	<p>1) Training in customer service skills. Examine staff training requirements to improve the 'friendliness' of the reception experience</p> <p>2) Intend to invite member(s) of PRG to attend staff meetings to help us understand problems and to improve links/communication with patients.</p>	<p>Practice Manager, Senior Management and Reception team, PRG members</p>	<p>Change will be measured by further short surveys on Receptionists. This will be completed by December 2012.</p>
<p>Telephone Service 80% of patients state they find it fairly easy or not very easy to get through to someone on the phone</p>	<p>1) To install extra telephone lines into surgery to help patient access via telephone.</p> <p>2) Look into automated telephone system which allows ordering of repeat prescriptions and allows patients to change/cancel/make appointments 24 hours a day, 7 days a week.</p>	<p>Management Team</p>	<p>Change will be measured by further short surveys on telephone access. This will be completed by December 2012.</p>
<p>Appointments 42% of patients felt it was only fairly easy to book ahead and 22% felt it was not very easy at all.</p>	<p>1) Improve awareness to patients of ability to book appointments up to 3 weeks in advance.</p> <p>2) Use of regular articles in Newsletters, information on website, notice boards and improved training for receptionists making appointments.</p> <p>3) Encourage patients who do not have daytime commitments to book during core working hours to allow workers and carers the option to book early morning/early evening and extended hour's appointments.</p>	<p>Management Team, Reception team.</p>	<p>Change will be measured by further short surveys on patient's knowledge of ability to book ahead. This will be completed by December 2012</p>
<p>Opening Times Nearly 96% of patients were happy with our opening times</p>	<p>1) The majority of patients surveyed were happy with our opening hours so we do not intend to change them at present. However there was a suggestion for us to look at telephone triage that we would like to explore further.</p>	<p>GPs, Nurse Manager, Management Team</p>	<p>As this will be a new service we will run a trial period for 6 months. Assessments will be performed as part of the trial.</p>
<p>Online Services 82% of patients are aware of our online services however only 46% have registered.</p>	<p>1) Steps have been taken to raise awareness of online services and we will continue to work on this by using, posters, newsletters, website, telephone contact and staff meet and greet service.</p> <p>2) We plan to offer some drop in sessions over the summer to demonstrate our online services.</p>	<p>Management Team, PRG member</p>	<p>Change will be measured by online statistics available from practice software and we will run a further short survey on online services. This will be completed by December 2012.</p>