

**BRUNEL MEDICAL PRACTICE - ACTION PLAN FOLLOWING RESULTS OF
PATIENT SURVEY**

MARCH 2014

PRIORITY FOR ACTION	PROPOSED CHANGES
Reception/customer care issues	Further training will be given to reception staff later in the year to improve customer care skills. We wish to answer every call in a polite and helpful manner and for our patients not to feel rushed or that they have not been listened to. Our receptionists will also receive training on signposting patients to the most appropriate member of the surgery team. Requests for sick notes, repeat prescriptions etc can be dealt with by a member of the administration team. Patients can self-refer themselves for a number of services including physio and the depression and anxiety service without the need to see the GP. This will hopefully result in a number of appointments being freed for patients needing to see a GP.
The "Waiting Room" online appointment booking and prescription ordering service	Our survey has shown that 19% of patients book their appointments online. The most popular method of booking is the telephone which is the area that receives most complaints. We would like to encourage online booking and plan to increase the use of the Waiting Room. The practice has recently purchased a laptop to enable our Patient Participation Group to make patients more aware of this service and demonstrate its advantages. An individual email address is required for each patient to access this service due to confidentiality and governance. Repeat prescriptions can be ordered online and sent to a nominated chemist. Acute items need to be ordered in the usual way by written request via email, fax or letter. Any Waiting Room queries or problems can be dealt with by our dedicated contact Jean Bilski, who is the practice IT

	manager.
Alternative healthcare providers	44% of our survey responders considered contacting a pharmacy for minor ailments before making an appointment with their GP. Our patients are making appropriate use of the services available to them including NHS 111, dentists and opticians. An article is planned for the next Brunel Briefing newsletter to advise on treating common ailments written by one of our GPs.
Telephone access/appointment availability	It is acknowledged that getting through on the telephone can be difficult especially between 8.30am and 9.00am. Over the past few months due to retirement the surgery has experienced staff shortages in reception. A number of new staff has now been recruited so a noticeable improvement should be seen. An analysis of our appointment availability will be carried out to try to explain why patients have commented that all GP appointments have gone by 9am. All of our GPs work mornings (the most popular time to attend according to the survey results) with the part-time GPs specifically working mornings rather than afternoons. Advanced appointments can be booked at the surgery up to 2 weeks in advance for the GP and 4 weeks for the nursing team.
Décor of the practice	A rolling programme of redecoration will be taking place in the next few years. St Marychurch has undergone improvements this year and Shiphay has been upgraded in the last few years.
Saturday and evening surgeries	A number of patients have expressed an interest in Saturday and evening surgeries. The practice used to offer Saturday morning appointments but during the length of time this service was run (approximately two years) it was found that these surgeries were under used so the service was withdrawn. The survey results this year have shown that out of all responders only 6% wanted to attend

	surgery after 6.30pm so running this would not be feasible.
Online nursing appointments	Currently the Waiting Room online booking service can book GP appointments only. We will be looking at ways we can offer a limited online service for nursing appointments. This would be for regular blood tests in a phlebotomy clinic. Other nursing procedures can be of different lengths of time and can need specific nursing staff so would not be possible to book in this way.
Well woman/man/new patient checks.	New patient checks are not offered routinely at the surgery. New patients are able to book an appointment with a doctor or a nurse for a specific need ie medication requirements. The well woman/man clinics have been replaced by NHS Healthchecks which are offered to patients aged 40-74 once every five years.
Repeat prescriptions	Some patients have experienced difficulty with the repeat prescription service. Patients are able to nominate a pharmacy with most of the pharmacies collecting from the surgeries regularly. Later in the year we will be moving to electronic prescribing which will make the process of ordering and collecting prescriptions more efficient.
Disabled access	Due to the layout and age of our buildings we are restricted with the improvements we can make. Many reasonable adjustments have been made in recent years including the stairlift at St Marychurch. We strive to do better and make improvements for disabled access.

<p>Email to GP service</p>	<p>61% of survey responders would like to see the introduction of an email to GP service. This will be looked at further as we must ensure security. A dedicated email account for this purpose would also need to be created.</p>
<p>Consultations with GPs</p>	<p>Patients have expressed a feeling of a lack of attention at times from their consultation with a GP. The practice apologises if any patient felt that they did not receive due attention and when discussed with the GPs this was never their intention to appear to act in this way. Patient opinion from the survey reported that not enough time was spent with their GP. In order to afford all patients the time to discuss their problems with their GP this can sometimes make some surgeries run late.</p>
<p>Suggestions for services not already provided at the practice</p>	<p>The most popular suggestions were physio, podiatry and audiology. Amongst alternative therapies acupuncture was requested most often. We acknowledge all of these suggestions and will take this into account for future plans for the surgeries, building capacity allowing.</p>