

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	LOCKSIDE MEDICAL CENTRE
Completed by	DR. R. BIRCHER

### Patient Reference Group (PRG) Profile

Number of face to face members	4	
Number of virtual members	0	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -		
17 – 24 -		
25 – 34 -		
35 – 44 -		1
45 – 54 -		1
55 – 64 -	1	
65 – 74 -		
75 and over -		1
<b>Ethnicity</b>		
White	1	3
Mixed	0	0
Asian / Asian British	0	0
Black / Black British	0	0
Chinese / Chinese British	0	0

Other ethnic group		
<b>Employment Status</b>		
Employed	1	2
Unemployed	0	0
Retired		1
<i>Other (e.g. no of carers)</i>		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
Sent out message via the practice website and practice newsletter		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
Asked particular patients – targeting those who had reported issues with the practice		

**2013/14 Priorities**

<b>How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey</b>
Asked the PRG and looked at our satisfaction results. Satisfaction survey was good except for telephone access. Discussed with PRG and re-designed access to the telephone system

<b>What these priorities were</b>
Access to practice by phone - too many engaged tones

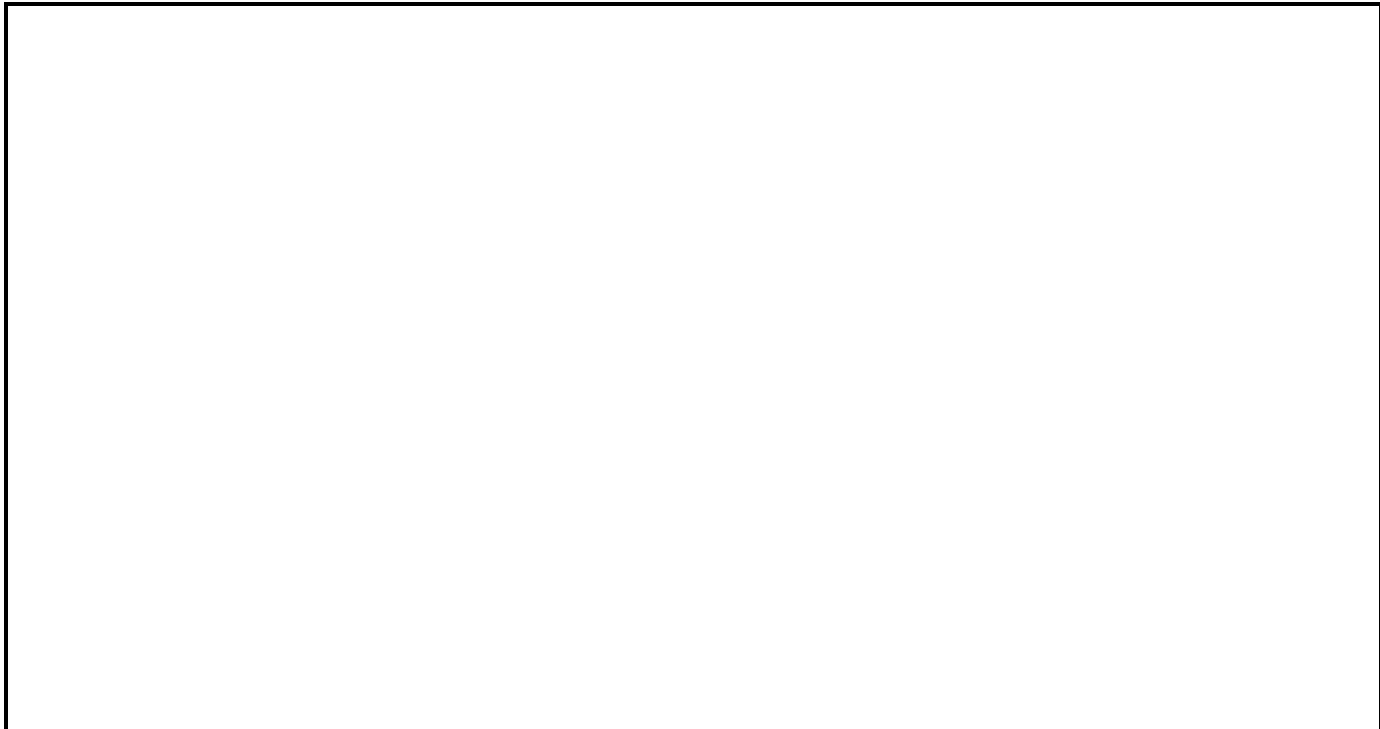
**2013/14 Local Practice Survey**

<b>How we agreed with the PRG the content of the local practice survey</b>
We surveyed all 'same day' appointments to see how they found telephone access. We assumed these patients would be most anxious to get a swift service
<b>How we agreed with the PRG the way in which the survey would be conducted</b>
There really was only one way to do this
<b>Other methods used to seek the views of registered patients</b>
None

**2013/14 Local Practice Survey Results**

**An overview of the results of the local practice survey is detailed below**

[See attachment of survey results](#)



**How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

Prior to the meeting to discuss the proposal for the new telephone system, a flowchart showing how calls would be directed once a call was received by the practice was sent to everyone in order for them to make any comments at the meeting which would benefit the patients further and to see if they felt this would be an improvement on the current telephone system.

**How we agreed an action plan with the PRG based on the findings of the local patient survey**

We agreed a complete re-design of the telephone system

**Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why**

Access to rapid appointments in the afternoon. We decided to tackle this next year.

## 2013/14 Action Plan

### 2013/14 Action Plan (and how this relates to the findings of the local practice survey)

- To look at ways of managing lines more efficiently to reduce engaged lines.
- Discuss ways of how we could cut down the number of incoming calls received
- If the phone line is engaged, what would be the preferred option to leave messages
- Organise the installation of new telephone system which addresses all the above issues.

### Significant changes we have made / plan to make to the services the practice provides

Complete change to telephone system

### How we publicised the local patient survey results and action plan to our registered patients

Via the practice web site and practice newsletter

<b>Link to practice website where this report and related information can be found</b>
<a href="http://www.locksidemedical.co.uk">www.locksidemedical.co.uk</a>
<b>2012/13 Action Plan – overview of progress against last year’s action plan</b>
<p><b>Action: Inform patients if clinician is running late</b></p> <p>Reception staff to inform patients when they arrive if the clinician is running late. Also a notice is in the waiting room to advise patients to report to reception if they have been waiting for more than 20 minutes</p> <p><b>Action: E mail system for patients to book and cancel appointments</b></p> <p>Patients can now register for on-line services, one of which is to book appointments. At this moment in time, they are unable to cancel appointments</p> <p><b>Action: Ways in which to inform patients of the services available at Lockside</b></p> <p>It was decided to update the current practice leaflet which listed current services. Copies were made available on reception and in the waiting room to promote the new edition.</p> <p>All action points were completed for 2012/2013</p>



## Patient Access

### Practice Opening Hours

Monday	9.00 am – 6.00 pm
Tuesday	9.00 am – 8.30 pm
Wednesday	9.00 am – 6.00 pm
Thursday	9.00 am – 6.00 pm
Friday	9.00 am – 6.00 pm

### How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday

Monday, Wed/Thurs/ Friday	8.00 am – 9.00 am – GTD Telephone answering service 9.00 am – 6.00 pm – Practice – full cover 6.00 pm – 6.30 pm – GTD Full Cover
Tuesday	8.00 am – 9.00 am – GTD Telephone Answering Service 9.00 am – 8.30 pm – Practice – full cover

### Extended Hours

Tuesday Evening	6.30 pm – 8.30 pm – GP and practice nurse session
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## TELEPHONE ACCESS SURVEY

The survey was carried out over a full week – Monday to Friday

GP's who individually cover a triage session each day of the week asked patients to give an honest opinion about their access to the practice via the telephone system on a scale 1 – 5.

Question: Could I ask on a scale of one to five, how easy was it to get through on the telephone this morning?

Day	1 (Terrible)	2	3	4	5 (Easy)
Monday	1	1	111	111	11111111
Tuesday		1	11		11111
Wednesday			111	11	11111111
Thursday	1	1	11	1	1111
Friday			1	111	11111

Summary: The outcome was that it was difficult to get through to reception between the hours of 9.00 am and 9.30 am. The phone was continually engaged between these times.