You said, we listened

**Name of GP Practice Lister House Surgery**

**Issues identified from the patient survey**

|  |  |  |
| --- | --- | --- |
|  | Highlights of good practice | Areas identified for improvement |
| 1 | *Understanding* mental health issues and need of patients 98% | Access to practice by telephone |
| 2 | Offering *choice* to patients of various appointments types and times 64% | Access to extended (late evening and weekend appointments) access service |
| 3 | *Experience of making an appointment is good 70%* | Access to routine appointments |

**Discussion at Patient Participation Group**

Talk through the themes identified as part of the patient survey with your patient group, and develop an agreed response or action plan as a result of this.

Date of last Patient Participation group meeting 07.01.2020, follow up meeting scheduled for March 2020 but postponed due to COVID.

Themes identified for response/action plan from patient group discussion:

**Telephone access**

**Issue:** Notably the practices weakest area. Issues raised with regards to queuing times, general access and lengthy call waiting for quick queries.

**Action:** Audit of telephone system performed results showed **1129 calls taken per day** in peak times 8am-10am, and 155-255 calls every 30 mins daily.

Telephone system upgrade planned to allow better monitoring, que system and alert patients when call que is full. Management of phones changed to deal with on the day and visiting calls only during peak windows.

E-consultation service developed to allow patients to contact the practice via email online and receive a response within 48 working hours.

**Extended Access (late evening and weekend appointments)**

**Issue:** Only 11% from the patient survey were aware that the practice had late evening and weekend appointments, available at the WElHat extended access hub- Spring House Medical centre.

**Action:** Reception re-trained to actively offer late evening and weekend appointments as part of routine access and care to patients. Named extended access champion named.

Promotional materials added to reception area and website made clearer service details. Additional text sent to patients informing them of the service.

**Routine Access**

**Issue:** Difficult to make appointments in advance, deal with issues regarding ongoing care.

**Action:** Review of routine appointments undertaken. Practice has increased amount of appointments made available online.

Practice has made 25% of all appointments available online.

Routine appointments now available to book 3 weeks in advance.

E consultation service developed to allow patients to access the practice online for any quick/ ongoing queries in faster time periods.

**Response/Actions undertaken:**

Please complete the table below – where an issue has been identified that might be unachievable or unrealistic, please state a response as to why this is so, and any supporting actions that might explain this to your patient population.

|  |  |  |
| --- | --- | --- |
|  | Issue identified | Response/Action undertaken |
| 1 | Access to practice by telephone | E-consultations service implemented  Upgrade of telephone systems and revision of service |
| 2 | Access to extended (late evening and weekend appointments) access service | Marketing and promotion of service  Additional training of staff |
| 3 | Access to routine appointments | E-consultations service implemented  Online appointments reviewed, additional appointments added. |