

## Church Street Practice 2014/15 Patient Group Report

### 1. Update on 2013/14 action plan:

We have:

- Reviewed the appointments system with a group of patients and made some changes to include some earlier and later appointments, advertised the ability to book longer appointments when needed, and considered and rejected the changeover to the EMIS appointments system as FrontDesk was considered far more versatile.
- Offered more patient information sheets and leaflets particularly using DXS and Patient.Co.uk as these are easy to print during a consultation,
- Updated the list of useful websites that we recommend and that will appear on our new website when launched,
- Offered more care plans for chronic patients as well as the ACPs we are doing for the “at risk” patients
- Introduced a simple “aide memoire” for doctors and nurse to give to patients
- Increased use of Datix to try and improve hospital communications

Our new website is nearing completion and will be launched early in May 2015.

We have tried to progress the plans for our extension and submitted the initial application for NHS funding last summer but as yet we have not had much success. The confidentiality in the waiting room therefore remains a persistent problem.

### 2. Patient suggestions received in 2014/15

- On-line appointments – patients wanted more appointments available and clearer instructions on how to find particular types of appointments such as blood tests.

Action taken:

More appointments were added as web available and some of the instructions moved or duplicated onto the second page so they were visible above the actual booking area. A request has been made to BMJ Informatica to have changes made to the on-line booking system so that there is an “HCA Group” so that blood test appointments can be searched for under a group rather than having to look under 4 separate named HCAs.

Current position:

Feedback suggests that finding appointments is easier and more choice is available but as yet no progress on the external change to the system – Informatica say it is third party software so they can only pass on our request. We continue to advertise on-line appointments and give all new patients access.

- Some patients wanted blood tests, health checks and chronic disease reviews out of work hours, so that they did not have to take time off work.

Action taken:

We checked what blood tests could be done on a Saturday and stored till the Monday collection as this was seen as a potential problem.

We now offer HCA appointments on some Saturdays and later into the evening for some blood tests, BP checks and NHS health checks. We also now offer more chronic disease review

appointments on Saturdays.

Current position:

Patients have more choice and can arrange more routine appointments outside of work time.

The new appointments are available on-line and are advertised in our new chronic review invitation letters etc.

- We had complaints that toys had been withdrawn from the waiting room and although parents understood the infection control issues and the hazards when small toys were left outside the play area for people to fall over, they still wanted there to be something to occupy their children. Alongside this there were discussions about the potential dangers of the low wall surrounding the play area.

Action taken:

We discussed this with a group of “interested patients” and agreed that we would:

- Have the wall removed and some new flooring put in
- Install some wall mounted toys and perhaps one large activity-type toy/play table with no loose parts
- Include a holder for antiseptic wipes and encourage parents to wipe toys before use
- Some new books and book shelf to be obtained.

Toys, flooring and quotations are being obtained for approval.

Current position:

The group was very happy with the outcome of discussions and plans. We are currently waiting for quotations for the work. We have had advice on the toy selection and with sourcing books.

### 3. Recruitment to the Patient Group

We need more people to be actively involved in our patient group and will be very pleased to hear from anyone who wants to contribute.

We have our longstanding Patient Involvement Group, PIG, who meet every 6 – 8 weeks but they are the first to acknowledge that they are not at the moment truly representative of our practice population. They would like new members to join them and any patient may contact them directly by email [churchstreetpig@gmail.com](mailto:churchstreetpig@gmail.com) or speak to me, the Practice Manager.

We have also started an on-line patient forum and will be sending out regular news updates to all interested patients and inviting your comments on all aspects of the practice and service development. If you are not yet part of this group and would like to be, or have suggestions or comments you would like to make (not complaints or any personal issues which should be sent directly to the practice manager) please email the practice on [churchstreet.prg@nhs.net](mailto:churchstreet.prg@nhs.net)

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