Patient Survey

“How are we doing, did we get better and what else can we do?”

March 2015

Steph Wareing
Practice Manager
**Introduction**

The Queen Street Medical Practice is committed to ensuring that its patients are involved in decisions about the range and quality of services it provides. We have always been keen to actively seek the views of our patients to ensure we provide the best possible care and have undertaken a patient survey on an annual basis for several years, as well as always having a poster in the surgery encouraging patients to let us know if they are not happy with something or think there are things we can improve upon. However, our view has always been that we can always try do things better and this reflective culture is embedded throughout the Practice and all of its staff. We actively use Significant Event Analysis and complaints to reflect and identify ways of always improving the way we work and minimise the risk of things going wrong.

A national initiative, called “Patient Participation Directed Enhanced Service” was set up by the Department of Health in March 2011. The Practice decided it would be useful to take part to ensure we were doing all we could to provide a good service to our patients. Its aim was to actively encourage practices to involve patients in not only seeking their views via a questionnaire, but being actively involved in the results of the surveys and what changes should be made. This felt to tie in with the culture we try and encourage at Queen Street.

In 2011, the Practice formed a Patient Group to help with its improvement work. How we did this is outlined in our 2012 report. However, we continually advertise for new members both in the waiting rooms and on our website. In particular we have tried to target patients from ethnic minority backgrounds, and some of our younger patients. In addition in 2013, we involved our Patient Group in undertaking an assessment of the Practice against the requirements of the Care Quality Commission Standards and also involved one member in the recruitment process of our Asthma Nurse.

During 2014, the Practice Team worked hard at improving the area’s our patients had suggested improving. This was obviously within the constraints of ever increasing demands on doctors time and the difficult of GP recruitment in our area.

In 2015, the Practice undertook a survey, based on some key area’s. These area’s were discussed virtually with our Patient Group to ensure we were covering area’s that were important to patients, prior to starting the survey. We also asked for any idea’s about what else we should include.

The suggested area’s were:-

1. A review of the key area’s in our 2014 action plan – did we improve and has this made a difference to our patients?
2. How did patients feel about our management of the locum cover over the past year?
3. How do our patients feel about the key area’s that the Care Quality Commission will review at its annual inspection of the practice? ie cleanliness of the surroundings, being well led and have confidence in our staff, patients feeling safe and supported, being involved in their own care, safe and efficient systems and being treated with dignity and respect.
4. Would our patients recommend us to family and friends?
5. If patients had been involved with our minor ops service, anti-coagulant service how they rated this.

6. Is there anything else our patients think we could do better?

How we conducted our survey

As a result of the Patient Group Feedback, the questions were formulated into a questionnaire. The Survey went live on the website during 2 weeks of March 2015. Patients were actively encouraged to complete the survey when ordering prescriptions on line, and when accessing the website in general. During this time patients that attended the surgery for routine and urgent appointments were also asked to complete a survey questionnaire to ensure a random sample reflective of the practice population.

A total of patients 106 completed our survey. The results were inputted onto our website to help with the analysis.

Results

The following are the results of our full patient survey, together with unedited comments from our patients.

Section A – Feedback on actions from last years survey.

1. From last years survey you asked us to improve being able to book routine non-urgent appointments in advance. How would you rate this?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>60%</td>
</tr>
<tr>
<td>Just the same</td>
<td>33%</td>
</tr>
<tr>
<td>Worse</td>
<td>4%</td>
</tr>
<tr>
<td>No response</td>
<td>3%</td>
</tr>
</tbody>
</table>

Comments

>> Can always book ahead with preferred Doctor. <<
---
>> Do not book routine non urgent appointments <<
---
>> I didn't have any appointments last year. <<
---
>> I have always found this service first rate. <<
---
>> I was given appointment for 2 weeks - Spoke to Dr and got in 2 days. <<
---
>> Just not as many late ones. <<
---
>> Longer waiting time for appointments <<
---
>> Never had a problem <<
---
>> No problems encountered and easy to discuss at the Reception. <<
---
>> reception staff always most helpful <<
---
>> The new online booking tool will also help. <<
---
>> Very good. <<
---
>> Very helpful and always try to accommodate. <<
---

2. From last year’s survey, you asked us to improve access to appointments by enabling patients to book outside normal hours – ie over the internet. Have you used this service yet?

Yes 20%
No 72%
No response 8%

3. From last year’s survey, you asked us to improve how we kept you up to date regarding doctor changes. How do you rate this now?
Better 53%
4. From last year's survey, you asked us to keep you better informed when doctors were running late in surgery. How do you rate this now?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>66%</td>
</tr>
<tr>
<td>Just the same</td>
<td>22%</td>
</tr>
<tr>
<td>Worse</td>
<td>4%</td>
</tr>
<tr>
<td>No response</td>
<td>8%</td>
</tr>
</tbody>
</table>

Comments

>> Don't know which Doctors are here or changed <<
---
>> For the last year I have been able to see Dr Denham regularly. <<
---
>> Good website. <<
---
>> Just needs the web site updated regularly <<
---
>> No change <<
---
>> Still not sure who works here apart from Dr.Graham Ironside. <<
---
>> Very good. <<
---
Always told. <<

Can't assess - The notification boards seem to do the job. <<

Depends who is on reception <<

Doctors run late too often though <<

Electronic check in does not give a true picture. <<

Have always been informed on arrival which is helpful. <<

No change <<

Screen states no delay - Reality is more than 45 minutes <<

This has greatly improved <<

Turning up at Reception to find a Doctor is running "Up to an hour" late is not timely or helpful. Be more proactive in communicating. <<

Very good. <<

5. From last year's survey you asked us to improve the information available to patients on visiting doctors ie locums doctors. How would you rate this now?

Better 50%
Just the same 24%
Worse 0%
No response 26%

Comments

Can't assess <<

Clear and sufficient. <<

Desperate for more. <<

Have rarely used Locum Doctors <<

I don't use the Doctors often enough to know. <<

6. From last year's survey you asked us to improve the availability of female GP's. How would you rate this now?

Better 50%
Just the same  25%
Worse             0%
No response  25%

Comments

>> Don't know, I haven't had one. <<
---
>> Dr Fiona is great! <<
---
>> Fantastic now that you have Dr Fiona back. <<
---
>> Haven't needed one over the last year. <<
---
>> Haven't needed so unable to comment <<
---
>> Haven't needed to see Female GP's <<
---
>> Haven't paid attention to this. <<
---
>> Haven't seen a Female. <<
---
>> I always set my appointment with a female <<
---
>> I don't know, I nearly always get to see Dr Denham. <<
---
>> I haven't used this service <<
---
>> Never had to ask. <<
---
>> Not an issue for me <<
---
>> Not an issue for me. <<
---
>> Not an issue. <<
---
>> Not applicable. <<
---
>> There is a choice now. <<

7. From last years survey you asked us to improve access to our doctors and nurses by the use of more telephone consultations. How would you rate this now?

Better  57%
Just the same  24%
Worse  1%
No response 18%

Comments

>> A little. << ---
>> Access to Doctors by telephone has always been good. << ---
>> Always a good service. << ---
>> As above << ---
>> Can't comment as I haven't used this facility. << ---
>> Have used this service often. very good. << ---
>> Haven't needed to use this service. << ---
>> Haven't used that service << ---
>> Haven't used this service << ---
>> I have avoided the need to come to the Surgery due to the short telephone discussions being much better. << ---
>> I haven't used this service << ---
>> Not had any telephone consultations << ---
>> Not needed one. << ---
>> not used << ---
>> Not used or needed. << ---
>> Not used this service. << ---
>> Only used once but needed to see a Doctor. << ---
>> The telephone consultations are most helpful! << ---
>> This has really helped me, in some cases all you need is to talk rather than take up a scheduled appointment. << ---
>> Used this service and it is brilliant if you cant get an appointment or need feedback about test results. <<

8. From last years survey you asked us to improve the amount of late night appointments. How would you rate this now?
Better 41%
Just the same 31%
Worse 1%
No response 27%

Comments

>> As above <<
---
>> Cannot comment as have not used <<
---
>> Can't comment as I haven't used this facility. <<
---
>> Do not need this service <<
---
>> Haven't had a late night appointment so unsure. <<
---
>> I always set my appointment when needed. <<
---
>> I don't know but today I had an appointment made this morning. <<
---
>> I have not used this facility, so cannot comment. <<
---
>> Never had to use this. <<
---
>> Never needed. <<
---
>> Never required the use of LNA's <<
---
>> Never used late night appointments <<
---
>> No idea, not asked for one. <<
---
>> No idea, Not needed one. <<
---
>> Not required. <<
---
>> Significant improvement <<
---
>> Unknown <<
---
>> Very good. <<
---
>> Wasn't aware of this. <<

9. From last year's survey, you asked us to improve the disabled access at the back door – ie bell system and automatic release. How would you rate this now?
Better 28%
10. From last year's survey, we have changed the way we manage prescriptions at the surgery. How would you rate this area now?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>48%</td>
</tr>
<tr>
<td>Just the same</td>
<td>21%</td>
</tr>
<tr>
<td>Worse</td>
<td>2%</td>
</tr>
<tr>
<td>Not used it.</td>
<td>12%</td>
</tr>
<tr>
<td>No response</td>
<td>15%</td>
</tr>
</tbody>
</table>

Comments

> Cannot comment - Have not used <<
---
>> Can't comment as I haven't used this facility. <<
---
>> Disabled Mother - Good access in her vehicle. <<
---
>> I haven't used this service. <<
---
>> I use a disabled bay on the street because it was sometimes a problem if I used the rear - Or I felt like it was. <<
---
>> Not an issue for me. <<
---
>> Always a good service. <<

>> Can we have a phone line for prescriptions? <<

>> Did not realise it had changed, therefore good. <<

>> Hadn't realised there had been a change <<

>> I have never had a problem in the past. <<

>> I order prescriptions online. <<

>> I personally have had issues. <<

>> Never had any difficulties <<

>> Never had any problems <<

>> Repeat prescriptions over the phone <<

>> Seems to be a bottom factor action with Chemist ie Boots. <<

>> Set up phone line so we can ring in our scripts. <<

>> Very efficient <<

>> Very good since Fran took over. <<

---

Section B – Locum Doctors.
As you may be aware, over the last year, due to us struggling to recruit new doctors, we have had to cover with Locum Doctors, which at times has put pressure on the Practice and the Service we provide for you. However, we are keen to know your views on these issues.
1. How would you rate the quality of the locum doctors you have seen over the last year? .

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not seen a locum</td>
<td>17%</td>
</tr>
<tr>
<td>Good</td>
<td>63%</td>
</tr>
<tr>
<td>Average</td>
<td>6%</td>
</tr>
<tr>
<td>Poor</td>
<td>2%</td>
</tr>
<tr>
<td>No response</td>
<td>12%</td>
</tr>
</tbody>
</table>

Please comment

>> Better than good. A fantastic Service. <<
Dr Denham and a male Doctor (Irish chap) have been very good with my experience. <<
---
Dr Malik is personable & diligent <<
---
Dr. Cowan was very helpful at a time of need. <<
---
Excellent - especially the longer term Locums who do act to know you. <<
---
Excellent <<
---
Had a Locum try to over rule my RUI medical teams decisions. <<
---
Had no problem. <<
---
I saw a locum in previous year and was not impressed. <<
---
It's fine but they don't know us as a person. <<
---
Locum Doctors very good. <<
---
Not seen any <<
---
Only seen one, not good. <<
---
Only seen the one, He was very good. <<
---
Very good. <<

2. How would you rate the ease at which you could get an URGENT appointment with ANY doctor?
Not needed to 24%
Good 42%
Average 7%
Poor 1%
No response 26%

Comment

Disgraceful <<
---
Excellent <<
---
Have been very understanding when I've needed one. <<
---
Never a problem - Reception staff are always very helpful. <<
---
On this occasion. <<
---
3. How would you rate how the Practice has communicated the doctor changes over the last 6 months?

- Good 67%
- Average 17%
- Poor 2%
- No response 14%

Comment

>> Can't comment as I don't use the surgery a lot. <<

>> Don't know about changes. <<

>> Not been aware of any changes - by a test possibly? <<

>> Not been to the surgery <<

>> Wasn't aware of any changes as I haven't been to the practice for 18 months <<

Section C - Care Quality Commission

The Care Quality Commission is the NHS watchdog that will be inspecting all General Practices to ensure we provide high quality care to you. The following are the types of questions they will be asking, so we are keen to get your feedback.

1. Do you feel the Practice provides a CLEAN and SAFE environment for your care?

- Always 95%
- Sometimes 0%
- Never 0%
- No response 5%
Comment

>> Surgery is always clean and tidy. <<

2. Do you feel you are SUPPORTED by the Practice? Ie listened to and have confidence in us?

Always 84%
Sometimes 9%
Never 0%
No response 7%

Comment

>> 18 months ago, yes. <<

---
>> All the time (may not like what I'm being told) but always respect that. <<

---
>> Despite the Practice's issues during the past year, I have always had a high level of confidence and trust in the practice. <<

---
>> Excellent staff both Doctors and Receptionists. <<

---
>> I have discussed with Dr Ironside my issues. <<

---
>> There was a time when I didn't but that has changed. <<

3. Do you feel the Practice provides you with SAFE and Efficient care? Ie gives you the right diagnosis and treatment, advice on managing any conditions you may have, referred correctly and involve you in decisions about your care?
Always 81%
Sometimes 9%
Never 0%
No response 10%

Comment

>>, 18 months ago, excellent. <<
---
>>, Although my recent issues have been frustrating in not getting diagnosed - Waiting time for consultants is far too long. <<
---
>>, Had to sort my own appointment at the Hospital as Doctor couldn’t get in touch however I do appreciate the pressure Doctors and under. <<
---
>>, Not enough sometimes. <<
---

4. Do you feel the Practice treats you with compassion, dignity and respect?
Always 91%
Sometimes 2%
Never 0%
No response 7%

Comment
5. Do you feel the Practice responds to your needs and any issues or problems you may have?
Always 80%
Sometimes 11%
Never 0%
No response 9%

Comment

>> All the time. <<
---
>> Continuity of care issues/prescription issues being sent to my pharmacy. <<
---
>> Mostly appointments are an issue <<
---
>> Very good. <<
---

6. Do you feel the Practice is well led? Ie has a good manager, well trained staff, deals with any issues you may have, communicates with you and is professional at all times.
Always 77%
Sometimes 17%
Never 0%
No response 6%

Comment

>> Appears to be. Always professional <<
---
>> As above, all aspects of the practice behave in a professional manner. <<
Everyone is always willing to listen and help. <<
Has definitely got better over the last 12 months <<
Improvements are noticeable too. <<
Ms. Wareing is always helpful <<
Not happy with the practice manager dealing I've had <<
Reception are great. <<
Sometimes when you ring up one person tells you one thing and somebody tells you something else. <<
Staff very pleasant. <<

Section D
This section is about specialist care you may have had at the surgery.
1. Have you had a minor operation (ie removal of a lump or bump) or a joint injection at the surgery in the last 12 months.
   Yes 4%
   No 89%
   No response 7%

If yes, how would you rate this service?:
   Good 5%
   Average 0%
   Poor 0%
   No response 93%
2. Have you had any anti-coagulation monitoring at the surgery (INR’s) taken over the last 12 months?

Yes 6%
No 86%
No response 8%

If yes, how would you rate this service?

Good 8%
Average 0%
Poor 0%
No response 92%

1. How likely would you be to recommend us to a Friend or Family member?

Extremely likely 67%
Likely 24%
Unlikely 1%
Extremely unlikely 0%
No response 8%
Please can you let us know some of the good things about our surgery

>> After being forced to transfer from my previous surgery, it was made very easy for me to register here. <<
---
>> Although I do not need to book regular appointments I have always managed to get one for my children on the same day. I have confidence in the doctors, including the locums and happy with the action that they took. <<
---
>> Always a friendly service from Reception and Doctors/Nurses. <<
---
>> Always good - The surgery has done a lot for me over the years. <<
---
>> Caring and always listen/try to help however big or small the problem. <<
---
>> Clean & nice <<
---
>> Clean building & efficient staff. <<
---
>> Clean, good service. <<
---
>> Clean, tidy, always good to help where possible. <<
---
>> Compassionate, caring and sympathetic doctors / nursing staff. Pleasant and helpful receptionists. Comfortable / clean surroundings with informative notice boards. <<
---
>> Definitely more support to staff and support to Receptionists <<
---
>> Doctors & Staff are all pleasant and helpful <<
---
>> Doctors are always supportive and helpful. Always have time for patients, not rushed. <<
---
>> Doctors who always take as much time as you need to, get the right diagnosis whilst not making you feel rushed even though we know they must be. <<
---
>> Dr G Ironside is friendly and doesn't rush you. Have recommended the GP's. <<
---
>> Dr Ironside & the attitude of Receptionists <<
---
>> Everyone is kind and considerate and I have never had cause to complain and have always had excellent care. <<
---
>> Excellent Doctors and extremely caring staff. <<
---
>> Excellent staff. Continuity of care, although difficult, is aimed for. <<
---
>> friendliness of alls staff especially given the hard year they have had with staff problems, the surgery is always well lit and clean it also has a willingness to learn and adapt for future needs and technology <<
> Friendly and helpful Reception staff - Nursing and Doctors <<
> Friendly staff & nice environment. <<
> Friendly yet professional staff. <<
> Friendly, efficient staff - always helpful. Reminder texts are useful. <<
> Good Doctors Inform very well Good Receptionists <<
> Great Receptionists, Doctors & Nurses. All very informative & helpful. <<
> High level of overall professionalism and seen as a caring environment for the patient <<
> I always get appointments when needed, receptionists are always friendly, always feel like I'm given time when with the GP. <<
> I can always get an appointment when I need it. Practice Nurses are always helpful & Informative Receptionists, friendly, helpful. <<
> I have recommended our surgery to many, Staff are caring and very helpful, the GP's are too, It's the other end that lets it down - ie waiting time for hospital appointments. <<
> It's always a pleasure visiting the surgery <<
> On the whole the Practice has greatly improved, I usually see Dr Denham and she is kind, considerate and brilliant at her job. <<
> Ordering repeat prescriptions online. Magic FM on the radio instead of CDs. <<
> Polite, helpful Receptionists. <<
> Reception staff go out of their way to help.(e.g. faxing urgent scripts). Doctors are well informed, and visiting locums introduce themselves, and appear to have taken time to take a brief look at medical history. <<
> Receptionists are fantastic. <<
> Small & fairly friendly <<
> Staff are very good from top down. <<
> Text reminders are very good. <<
> The lovely Ladies on Reception always have a smile, kind words, very Professional. <<
> The text reminders about appointments is useful. <<
> Very busy but always try to fit us in. Excellent Doctor is Dr Graham Ironside. <<
> Very caring staff in all departments, from doctors, to nurses, to the front desk. The new Patient Access system is very efficient. <<
> Very clean, lovely reception, Doctor Graham Ironside is fantastic. <<
> Very helpful over the last difficult 12 months for myself and my family, Thank you. <<
> Very understanding with regards to mental illness and helpful with late prescriptions <<
> Well trained staff. <<

Please can you let us know of anything you think we can improve upon
A not know response would be a good idea? 

Appointments - pre-booking for full time workers.

As someone who works out of town, I find it very hard to make appointments at times convenient for myself.

Availability of appointments. As every surgery. Feel the "Is it an emergency" is a hoop to be jumped before accessing same day appointments & what constitutes as an emergency to one person may not to another.

Availability of nurse appointments.

Can't think of anything at the moment.

I have had many medical issues and not had the support I would have expected.

In my own opinion you already do your best

Increase use of telephone contacts to reduce attendance at surgery

It would help patients who work, if several issues could be dealt with in the same appt. e.g. blood pressure with medication review, or with blood tests. This would enable the patient to take less days off work.

Just a phone for scripts

Length of time it takes to book nurse appointments

Less warm in the upstairs waiting room.

Make repeat prescriptions a little easier to obtain.

More appointments

More appointments.

More late appointments.

My appointment for the asthma nurse was over 1 month wait

No

No complaints! Thanks for all you do.

Prescription collection seems to be a problem.

shorter appointment times.

Taking prescription orders over the phone, It's very difficult to get away from work and I can't get internet at work - I have signed up with Boots who now order them because of this.

This questionnaire! Questions seem a bit ambiguous.

Waiting times for Nurse appointments

2. We are looking at ways to help our patients make better use of doctors time, ie letting us know when they don’t need an appointment, booking a slot more than 10 minutes if needed, replying to letters asking them to come in, or seeing their Pharmacist if they have a “minor” problem. Have you any idea’s how we can do this better?

Define minor problems

For those appointments that are scheduled in advance (and not squeezed in) where it is known that
there are multiple rather than single issues to address, perhaps a slightly longer appointment time can be reserved for that patient. You already have a section on your website allowing patients to cancel appointments and educating patients about when they might benefit from a pharmacist for minor issues. If you think patients are not seeing this information, you could add a sentence in colour on the front page of your website pointing patients to the 'minor illnesses' link for that advice. If you don't already do this, perhaps signs or electronic messages inside the surgery with similar information for those who don't use the internet. <<

---

>> Give more advice on over the counter medicines. <<

---

>> Have longer working days, weekend work & no half days. <<

---

>> No <<

---

>> No, not keen on the pharmacy idea either. <<

---

>> Not really. I think you are doing your best in trying circumstances <<

---

>> Text messages with more detail or a direct email. <<

---

>> Text Service. <<

---

Summary of Results

This year, we were again quite overwhelmed with the feedback from our Patients. Overall, the results were excellent and showed a very clear improvement on the previous year, due hopefully to the hard work of the staff and the action plan we devised. This was really encouraging that things have got better, despite some of the issues the Practice has had to face.

The area’s you felt we had improved on were:-

- Able to book a routine appointment in advance
- Keeping you more up to date with doctor changes
- Better informed on doctors running late.
- Better informed about locums
- Availability of a female GP
- Improved telephone access to GP and Nurses
- Improved late night appointments
- Improved disabled access
- Improved the way we manage prescriptions
- Improved quality of locum doctors
- Improved ability to get an genuine URGENT appointment with ANY doctor.
- You felt our surgery was clean, you felt supported, safe, treated with respect, and felt the practice was well led with good staff.
There were lots of very positive comments about the staff, doctors and nurses and this was a good moral boost to all the hard working staff at Queen Street.

However, there were still a few areas that patients felt we could improve upon and some very good idea’s from our patients. Some of the key themes coming up were:-

- Doctors running to time.
- Improved communication of delays.
- Easier booking for working patients – more late night appointments
- Availability of nurse appointments
- Increase use of telephone consultations.
- More things done at one visit – ie BP, Bloods, meds review.
- Temperature of the upstairs waiting room.
- More appointments in general.
- Consider phone line for scripts.
- Consider a “who’s who” photo board in the main entrance.

The results of the survey and a list of suggested actions were fed back virtually to our Patient Group at the end of March 2015 for further comments and suggestions. The Patient Group were asked to provide us with any further comments and feedback on these proposed actions to ensure they felt they were the right things to address. The final report was then posted onto our website by the 31st of March 2015.
# Queen Street Medical Practice

## Jointly agreed Action Plan between the Patient Group and the Practice

Following the Patient Survey – March 2015

<table>
<thead>
<tr>
<th>What patients wanted us to do</th>
<th>How we are going to do it</th>
<th>By who</th>
<th>Timescale</th>
<th>Mid Year Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve patients being able to see the doctor or nurse of their choice for <strong>routine</strong> appointments</td>
<td>Advertise that patients can book 3 months in advance for Nurses and 6 weeks in advance for the doctor of their choice for routine appointments on website, waiting rooms and on prescriptions. Always ensure the appointment book is prepared to these timescales.</td>
<td>Steph Wareing – Practice Manager, Fran Hipkin – Appointment administrator</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Improve our access by enabling patients to be able to book their appointments outside normal hours</td>
<td>Promote our Patient Access system, to enable booking of appointments, ordering prescriptions and viewing medical records.</td>
<td>Steph Wareing – Practice Manager, Fran Hipkin – Appointment administrator</td>
<td>Ongoing</td>
<td>but promote more.</td>
</tr>
<tr>
<td>Provide additional appointments but ensure we make best use of these through better prioritisation</td>
<td>Dr Graham Ironside now going to be available on a Monday and a Thursday afternoon, until we recruit another Partner. To pilot Telephone Triage on peak days.</td>
<td>Dr Graham Ironside</td>
<td>April 2015</td>
<td></td>
</tr>
<tr>
<td>Improve information to Patients on making best use of doctor and nurse time</td>
<td>Provide information on use and length of appointments, length, cancelling, use of phone appointments, use of minor ailments scheme on the TV boards in waiting rooms and website.</td>
<td>Steph Wareing – Practice Manager</td>
<td>May 2015</td>
<td></td>
</tr>
<tr>
<td>Provide additional telephone consultations</td>
<td>To introduce a telephone triage system at peak times ie Mondays and pre-bank holidays, to ensure urgent patients are</td>
<td>Steph Wareing – Practice Manager</td>
<td>April 2015</td>
<td></td>
</tr>
<tr>
<td>Task</td>
<td>Description</td>
<td>Responsible Party</td>
<td>Date</td>
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<tr>
<td>Avoid doctors running late</td>
<td>Review our appointment system to provide catch up slots for doctors running late. Provide a small telephone clinic mid morning, to prevent delays. Doctors to attempt to keep to the 10 minute allocation with each patient. Patients to be reminded that the allocation is 10 minute per patient wherever possible.</td>
<td>Steph Wareing – Practice Manager, Dr Graham Ironside</td>
<td>April 2015</td>
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<tr>
<td>Provide information to patients on doctors running late</td>
<td>Ensure the patient check in notifies patients of any delays. Ensure the Reception Team</td>
<td>Steph Wareing – Practice Manager</td>
<td>Ongoing</td>
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<tr>
<td>To provide more late night appointments</td>
<td>To provide more late appointments on a Thursday with Dr Ironside. To include this in the longer term doctor recruitment</td>
<td>Steph Wareing – Practice Manager</td>
<td>April 2015</td>
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<tr>
<td>Improve access to doctors and nurses by advertising the use of telephone consultations.</td>
<td>Add 2 more telephone consultations to the end of the nurses clinics. To advertise the availability in the waiting rooms, call board and on the website. To protect 2 nurse blood appointments each day for urgent blood appointments</td>
<td>Steph Waring – Practice Manager, Fran Hipkin, Appointments Clerk.</td>
<td>April 2015</td>
<td></td>
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<tr>
<td>To reduce number of attendances for working patients</td>
<td>To try to do multiple tasks at one visit – ie bloods, BP at medication review</td>
<td>Steph Wareing and all Clinical Staff</td>
<td>May 2015</td>
<td></td>
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<td>To consider the use of a telephone line for prescriptions.</td>
<td>To discuss at a Practice the feasibility and safety of this method of Prescription request.</td>
<td>Steph Wareing – Practice Manager</td>
<td>May 2015</td>
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<td>Task</td>
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<td>communications as to “who is who” at the Practice</td>
<td>To provide a “who’s who” board at the entrance to the surgery</td>
<td>September 2015</td>
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<tr>
<td>Improve temperature of the upstairs waiting room</td>
<td>To review venting of the waiting room with the heating engineer</td>
<td>Steph Wareing – Practice Manager</td>
<td>June 2015</td>
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</tbody>
</table>
Conclusion and summary

Overall, the Practice found the above exercise an extremely useful and positive one. Not only did it provide our doctors and staff with some very positive feedback that we are hopefully doing a good job, but it also gave us an insight into what is important to patients and where we can still further improve.

The action plan has provided us with something meaningful to implement over the forthcoming year which will hopefully improve the patient experience still further at Queen Street Medical Practice.

Recommendations and what will happen next

It was agreed that the Practice would not only publish the results of the survey and this report and action plan on its website, but would also put up a display in the waiting room, to share the results with patients as they attend. The survey will also form part of our impending Care Quality Commission inspection.

Acknowledgements and thank you’s.

The Doctors and Staff at Queen Street would like to thank all the members of its Patient Group for giving up their valuable time to contribute to this report. We would also like to take this opportunity to thank all the patients of Queen Street that took part in our survey and for their patience, understanding and good wishes to the doctors during the past year.

Without your feedback we would not know how we are doing and where we could do better!!