

New Cross Health Centre

Action Plan 2014

1. Booking Appointments

a. How easy do you find it to get an on the day appointment

67.2% of patients found it easy/sometimes easy

25.8% of patients found it sometimes difficult/very difficult

6.3% of patients had not used this service

0.8% of patients did not answer this question

b. How easy do you find it to get advance appointments

67.2% of patients found it easy/sometimes easy

22.7% of patients found it sometimes difficult/very difficult

7.0% of patients had not used this service

1.6% of patients did not answer this question

Comments

There were 2 positive and 3 negative comments

The following issues were raised:

It would be helpful to have a queuing system on the telephones rather than having to keep ringing for on the day appointments.

It appears difficult for reception staff to deal with patients at the desk requesting an appointment and those telephoning for an appointment.

Action:

The appointment system will be changed. There will be an equal number of book ahead appointments to on the day appointments. We think that this will relieve some of the pressure on the telephone system at 8.45 when on the day appointments are booked. This should then give the receptionists more time to deal with patient presenting at the counter to book appointments at 8.45.

We are in the process of obtaining an estimate from our telephone provider to change the system to allow a queuing system.

We will ensure that when making an appointment staff inform patients of the doctor they are booked to see.

2.EMIS Access on line

Are you aware of the EMIS Access online system used at the surgery?

41.4% of patients said Yes

57% of patients said No

1.6% did not answer this question

Those who answered 'Yes' were asked to answer the following questions:

a) Have you ever booked an appointment using EMIS Access?

24.5% of patients said Yes

b) Have you ever looked at your medical history using EMIS Access?

11.3% of patients said Yes

c) Have you ever requested a repeat prescription using EMIS Access?

15.1% of patients said Yes

There were no comments regarding EMIS Access on line

Action:

The number of patients who are aware of this service and using it has increased. The practice will continue to promote this service to existing and newly registered patients.

3.Text messaging

a) Do you receive text messages from the practice?

86.7% of patients answered 'Yes'

b) Do you find text appointment reminders useful?

84.4% of patients answered 'Yes'

c) Do you like receiving general practice information by text?

50.8% of patients answered 'Yes'

There were no comments regarding text messaging

Action:

The practice will continue to use text messaging as the results indicate that patients are happy with this means of communication.

4.How do you find information about the Practice/Services on offer?

Practice website	39.1%
In practice / notice board	39.8%
By phone	38.3%
Other	9.4%

There were no comments

Action:

We will continue to try to improve communications with our patients in all areas.

5.How do you find the Practice Staff?

a. Receptionists

Friendly	66%
Professional	63%
Helpful	52%
Distant	10%

b. Doctors

Friendly	68%
Professional	77%
Helpful	52%
Distant	4%

c. Nurses

Friendly	58%
Professional	48%
Helpful	39%
Distant	2%

d. Healthcare Assistant

Friendly	36%
Professional	31%
Helpful	27%
Distant	6%

Comments:

There were 8 negative comments and 9 positive comments.

Action:

This result was slight down on last year. We will continue to try to improve on this in the coming year

6.Do you feel that you were listened to and given sufficient time by the medical staff?

Over 86% of patients answered 'Yes'
6 patients did not answer this question

Action:

The number of patient giving a positive response to this question has decreased slightly this year. We will endeavor to ensure that patients requiring a longer appointment to discuss their problems are given a 20 minute appointment.

7.What is your overall feeling about the practice building (including waiting area/consulting rooms)

Clinical/impersonal	19%
Relaxed/welcoming	31%
Modern/functional	55%
Untidy/tired	5%

On the whole the results were positive.

Comments:

Some of the chairs have dirty marks on them
Light too bright

Action:

We are in the process of changing the chairs to enable them to be washed.
We are not sure if we can change the lights in reception, but will contact our landlord to see if this is possible.