

EAST PARADE SURGERY

2013/14 Practice Improvement Plan and Patient Survey Results

IMPROVEMENT ACTION PLAN

IMPROVING PATIENT COMMUNICATIONS	<ul style="list-style-type: none">• Further extend use of SMS text communication with those patients who have consented to SMS texts.• Ensure non urgent contact the surgery texts say 'This is a request for you to contact the East Parade Surgery on 01423 566574. We would like you to contact us as soon as convenient but it is for a routine matter so please do not worry. PLEASE DO NOT REPLY TO THIS MESSAGE.'• Extend publicity for electronic Patient Feedback via NHS Choices and SystemOne On-Line.• Review the practice web-site with patient involvement.• Publish 2 Newsletters a year, in April and October.
IMPROVING CONFIDENTIALITY AND DATA SECURITY	<ul style="list-style-type: none">• Review the information on the patient call screen, relating to confidentiality at the desk.• Identify appropriate Confidentiality Signage for reception.• Write and widely publicise a leaflet explaining the 3 types of Medical Record Sharing, with a Q&A Section.• Write and widely publicise a leaflet explaining Electronic Prescriptions, with a Q&A Section.
IMPROVING PATIENT EXPERIENCE	<ul style="list-style-type: none">• Review the waiting room seating plan.
OUR LOCAL HEALTH COMMUNITY	<ul style="list-style-type: none">• Add links for the HaRD Clinical Commissioning Group and their Patient Involvement Information to our practice website.

Ongoing from 2012

- Patient Education with regards to appointments. Explain more fully:
 - Triage: What it is and why it is efficient
 - Telephone access to GPs
 - Routine appointments vs accessing GPs before the next routine
 - On-Line Nurse Appointments.
- Extend the noting of reasons for appointments to GP appointments.

Patient Survey 2013 Results Summary

1. This year we aimed to improve appointment access by increasing the number of GP appointments between 4.00 p.m. and 5.30 p.m. which we have done. Do you think access has improved in this regard?

Answer Options	Response Percent	Response Count
Yes	56.0%	28
No	2.0%	1
Don't Know	42.0%	21
Comments/Suggestions/Feedback.		10
answered question		50
skipped question		0

2. This year we aimed to reduce how often GPs run more than 30 minutes late and to inform patients when they do. Have we improved in this regard?

Answer Options	Response Percent	Response Count
Yes	56.0%	28
No	2.0%	1
Don't Know	42.0%	21
Comments/Suggestions/Feedback.		11
answered question		50
skipped question		0

3. This year we aimed to improve our Patient Call system. This is the TV screen your name appears on when the GP calls you into your appointment. We have extended the time patients' names appear on the screen and increased the volume of the alert. Do you think the call system has improved in this regard?

Answer Options	Response Percent	Response Count
Yes	82.0%	41
No	0.0%	0
Don't Know	18.0%	9
Comments/Suggestions/Feedback.		9
answered question		50
skipped question		0

4. This year we aimed to improve patient communication by the increased use of SMS texting. We send appointment and simple recall reminders, respond to some questions for GPs and send requests for patients to contact the surgery. Do you think our communication with patients has improved in this regard?

Answer Options	Response Percent	Response Count
Yes	61.4%	27
No	2.3%	1
Don't Know	36.4%	16
Comments/Suggestions/Feedback.		16
answered question		44
skipped question		6

5. This year we aimed to improve our systems for patient feedback by setting up a system to make it easier for patients to send us secure feedback electronically. This can be done now via our On-Line service and via the national NHS Choices website. Do you think this has improved the ways in which patients can feedback to us?

Answer Options	Response Percent	Response Count
Yes	44.2%	19
No	4.7%	2
Don't Know	51.2%	22
Comments/Suggestions/Feedback.		15
answered question		43
skipped question		7

6. This year we aimed to improve confidentiality at reception by changing reception protocols and staff training. Do you think reception confidentiality has improved?

Answer Options	Response Percent	Response Count
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Yes - I have no concerns about confidentiality at reception	72.1%	31
Yes - But more needs to be done	14.0%	6
No - I have concerns about confidentiality at reception	11.6%	5
Don't Know - I have not been to the practice this year	2.3%	1
Comments/Suggestions/Feedback.		12
answered question		43
skipped question		7

7. As part of our responsibilities under the current Health and Social Care Act there is a move to give patients more control over their health records. All GP Practices using System One (the computer system we use) are now able to make whole medical records AVAILABLE to other NHS services that patients may be referred to who use the same IT system (eg the District Nurses and Health Visitors). Patients HAVE CONTROL over who can see the data. The District nurse for example WOULD NOT be able to access a patient's record unless the patient gave them consent to look at it. Patients CAN DISSENT or CONSENT to their record being made available at any time by contacting their GP Practice. To help us target our patient information more effectively, what more would you like to know about the system and how would you like to be informed about this change?

Answer Options	Response Count
	31
answered question	31
skipped question	19
COMMENT SUMMARY	
Nothing / This seems acceptable	8
More detailed info required on process and the control patients have about who sees what	14
What data from my record and over what time period	1
I would consent	1
Don't know	2
I'd like information via my GP.	1
I'd like information via stand with info/leaflets to take away and peruse at leisure.	1
I'd like information via your website	1
I'd like information via email	2
	31

8. As part of our responsibilities under the Data Protection Act we are improving the security of patients' prescription data by introducing the Electronic Transfer of Prescriptions from the practice to pharmacies. Currently prescriptions are moved from office to office in the practice and in pharmacies by different members of staff. Pharmacy drivers do rounds of 8. GP practices and collect scripts in vans, often leaving scripts locked but unattended in their vans as they do their collections. The current system is slow and inefficient and scripts sometimes get mislaid or lost. Prescriptions are ordered in the way they are now (on-line, by post, by fax, by dropping off repeat requests at the practice). The prepared electronic prescription, is sent directly to pharmacies at the press of a button once the GP approves it. This system increases the safety of the prescriptions significantly and is flexible when patients wish to change the pharmacy they want to collect from. We will be providing patients with more information over the coming months and hope that all patients will NOMINATE a pharmacy for their prescriptions to go to electronically. To help us target our patient information more effectively, what more would you like to know about the system/service and how would you like to be informed of this change?

Answer Options	Response Count
	25
answered question	25
skipped question	25
COMMENT SUMMARY	
Nothing additional needed	3
I am happy with what you have said / Excellent idea	2
Can I still order a prescription online?	1
How to set up this facility	1
Using it already	3
Specifics on when prescriptions will be ready and deliveries	1
Other	6
I'd like information via email	3
I'd like information via mail	1
I'd like information via via my GP	1
I'd like information via a leaflet or newsletter	2
I'd like information via phone or letter	1
	25

9. Since April 2013 the planning and purchasing of NHS services to meet the local health needs in Harrogate has become the responsibility of a Clinical Commissioning Group (CCG) which includes GPs. Dr Penman is one of the 5 GP Commissioners who sits on the board of the Harrogate Rural and District CCG. If you are an internet user, would you like us to put information about the work of the CCG on our practice website?

Answer Options	Response Percent	Response Count
Yes	66.7%	28
No	7.1%	3
I am not an internet user	26.2%	11
Comments/Suggestions/Feedback.		5
answered question		42
skipped question		8

10. We are always willing to hear suggestions for improvements from patients. If you think of a way we can improve our services please tell us in the space below. If you leave your name, address or email address we will give you feedback on your suggestion directly.

Answer Options	Response Count
	15
answered question	15
skipped question	35

- I am very happy with the progress that is being made.
- I found the surgery is very efficient, although since it moved into a more modern place, it has lost a little of the old fashioned doctors surgery!
- The only suggestion I have personally is some of my prescription items do not all run together and I find now I have to order my prescription items at different times of the month which is getting a nuisance.
- I am very impressed with the practice and the service and care I receive.
- A small vending machine that charges for drinks might be appropriate when patients are waiting to see their GP because if you are nervous tired or thirsty you need a drink. It also gives you something to do.
- You do great.
- Seating area too close together you squeeze in the walkway - less seats/rows.
- Leaflet mentioned in question 8.
- Website overhaul need a complete redesign as it isn't the most user friendly.
- Receptionist who make you feel welcome and not an inconvenience. A smile wouldn't go amiss.
- Need to know in advance when you are going to be ill as usually can't get an appointment for 4/5 days.
- Well done on all fronts. I find this surgery a great service and I feel well taken care of. 10/10.
- I have not been to the practice this year. This is my first appointment however I still had to wait a week for an appointment.
- I believe the East Parade Practice operates very well. Horror stories heard from patients of other practices regarding lead times for seeing GPs etc are just not part of the East Parade ethos. That said, initiatives such as these surveys ensure that the practice remains a good one.
- Thank you for providing excellent care. It is very reassuring to have such a helpful, caring, personable team of GPs and support staff. Best wishes for 2014
- No further comments at present, except that I am concerned about medical information being loaded onto mobile phones, which are definitely not secure.