

ST.DAVID'S FAMILY PRACTICE

PATIENT PARTICIPATION GROUP

ACTION PLAN

In response to Patient Survey on Accessibility.

The Practice and our Patient Participation Group have jointly agreed the following:

1. The PPG recommends a greater promotion of Patient Participation to assist with reaching a wider and more diversified audience. Poster/information material to be displayed at Children's New Start Centre in Hadrian Way, targeting young Mum's/younger families. Practice to enquire of ENVISAGE (the audio visual display screen) if an advertisement for Patient Participation can be produced for integration into the available subjects library

2. The PPG recommends that the Practice increase the level of advertising informing patients of the EMIS Access service.
 - Our Health Check questionnaire can have reference to this service added in so that patients are aware of EMIS Access from the moment they apply to the Practice to register as patients
 - Waiting Room posters
 - Flyers/application forms visible at Reception
 - Provision of "business cards" advertising the internet service in general
 - Make service more convenient to users by e-mailing user details to patients who forget their access details and become "locked out"
 - Inclusion of service availability in ENVISAGE library for Waiting Room audio visual display system
 - An additional benefit from promoting EMIS Access and increasing patient uptake would be to reduce the level of patients contacting the Practice at peak times to book appointments via the telephone, which can cause congestion

3. We anticipate patient satisfaction with telephone contact to gradually increase further, with the promotion of EMIS Access

4. The PPG recommends reviewing patient privacy and related issues at the Reception interface:
 - the Practice to revisit the issue of confidentiality at the Reception Counter and Waiting Area
 - Is a smaller front Reception desk area feasible which would create a larger distance between patient discussion and waiting area?
 - Explore alternatives to having a "please wait behind this line" patient notice

5. The PPG recommends that:

- Our opening times and range of appointment availability need to be reinforced via greater advertising i.e. on business cards available at Reception

6. The PPG recommends that in relation to urgent appointments that:

- to make patients more aware that telephone appointments are available
- to explore the feasibility of setting up a triage system
- the Practice to remind patients that they are not able to specify a particular named Doctor when requesting an urgent appointment but that we will do our best to ensure that patients requesting to see a male or female Doctor are given that opportunity as best we can

7. In summary:

- generally, the patient feedback was good / excellent but areas requiring review/change have been identified and agreed with PPG
- overall, the PPG are happy with the survey analysis

St.David's Family Doctors
February 2012