

# **DEVON ROAD PATIENT SURVEY**

## **ACTION PLAN and OUTSTANDING ISSUES–PROGRESS REPORT**

**The purpose of this report is to update you about the implementation of the priority action points set out in the plan.  
To advise you of the considerations and planned actions relating to those further suggestions not addressed by the  
action plan.**

**Published October 2012**

## ACTION PLAN –PROGRESS REPORT.

<p><b>Address lack of privacy at the reception desk.</b></p>	<p>A floor standing sign has been purchased for reception; the sign asks patients to wait until receptionist is free it also advises patients to inform the receptionist if there is a need for a confidential discussion, this has been in action about 3 months now and seems to be working really well. Some of the chairs outside the doctor's room have been slightly rearranged to give more privacy. Patients sometimes ask for results at the reception desk whilst checking in for their appointment; the receptionist will advise patients to ask the doctor or nurse during their consultation this will avoid personal details being discussed in the waiting area. A new form has been designed to help with confidentiality: the form is used by the doctor who completes the details for a further appointment, the patient hands the form to the receptionist who books an appropriate appointment without the need to discuss any personal details.</p> <p>On the 14th June 2012 Neville Machin &amp; Peter Sansom PPG members came to the surgery to meet with the doctors and discuss how the lack of privacy in the reception could be addressed, this is in addition to the other changes already in place. It was agreed that Devon Road Surgery would arrange a consultation with a sound proof specialist on advice as to whether acoustic screening would improve confidentiality at the reception desk area and a meeting has been arranged for November.</p>
<p><b>Review booking system to alleviate telephone congestion</b></p>	<p>The practice has discussed with other surgeries who are already using an 'on line' appointment booking system to see how it could work for Devon Road Patients as a means of relieving the telephone congestion; although there was mixed reports it did answer questions as to how we could ensure that patients who do not have access to a computer would not be disadvantaged when trying to book appointments. A meeting for a consultation and demonstration of an on line booking system has been planned.</p>
<p><b>Attitude of non-clinical staff</b></p>	<p>As per our action plan this has now been addressed through our performance management system.</p>
<p><b>Disabled parking</b></p>	<p>This issue is still under discussion with Dartford council</p>
<p><b>Dog Hook</b></p>	<p>A hook has now been installed at the front of the surgery Devon Road side this will enable patients to see their dogs if they are in the waiting room</p>
<p><b>Patient Website</b></p>	<p>At the present time the practice leaflet can be viewed on line at <a href="http://www.devonroadsurgery.co.uk">www.devonroadsurgery.co.uk</a> This will be extended to include the next patient survey 2012/2013. However we will continue to produce patient's survey in paper form so that patients will have a choice.</p>

## OUTSTANDING ISSUES

### Appointment System

The practice leaflet & telephone automated call message explains that appointments can be booked up to 2 weeks ahead subject to availability. However it seems the message is not getting to the patients as each year the patients ask for appointments that can be booked in advance.

Consultations can be obtained in one of three ways depending on the reason and nature of the consultation required.

**Routine and non-urgent** consultations, appointments booked up to 2 weeks in advance

**Non-urgent matters, not requiring a face to face consultation**, can be dealt with by telephone consultations

**Urgent issues** arising when the session appointments are already fully booked and that cannot wait until the next available appointment will be dealt with by a phone call from the doctor. The receptionist will ask for a few details this will enable the doctor to deal with the patient's condition with the appropriate treatment or action.

There has been some frustration for patients where the doctor or nurse has asked the patient to make an appointment in a month's time only to be told by reception that the appointments are not available.

The practice has considered changing the present 2 weeks to opening the appointments for 4 weeks in advance; however it was felt this could increase the number of patients just not turning up- rate which is already high.

Period April-March2012	Appointments	No shows
<b>Doctors</b>	22439	910
<b>Nurses</b>	7843	373

This means that there are 1283 appointments per year at which patients simply do not show up, appointments that could have been used by other patients had the practice been told that the appointment was no longer needed.

**Help us to make better use of the appointment system by telling us, as soon as you know, that you no longer need an appointment.**

When doctor or nurse wants to see a patient again in a month time the system has now been changed whereby the patient will be asked to call in nearer the time to make an appointment.

The practice will revisit the booking times again if the decision is made to implement on line booking.

<b>Notification system that Dr is ready and which room</b>	The doctors feel it is more personable to come out to the waiting area to call a patient this is the start to a patient's consultation. As It works well both for the doctor and patients there are no planned intentions to change this method.
<b>Patient records available on line, interactive website, online appointments and repeat prescriptions online</b>	At the present time we are actively pursuing on line appointments and repeat prescription requests  On line access to patient's medical records the Department of Health have no plans at the present time for patients to have this facility; the practice have experienced very few patients wishing to see their records but if they wish to do so a request can be made via the Practice Manager.
<b>Further late night appointments</b>	At the present time the surgery operates extended hours every Monday evening. On one Saturday morning per month and considers that this accommodates the needs of the patients
<b>More emergency appointments</b>	Please see action plan progress report heading – Appointments system
<b>Payment difficulties (dispensary) card and lack of change</b>	This has been identified as a service which is needed, however, as it would be at a cost to the practice it will have to be budgeted and the introduction of a card system will be planned to run a long side alongside the cash system.
<b>More flexibility for blood tests</b>	At the present time the practice runs 2 mornings each week for non-urgent blood collection 8.40am to 11.40am, the appointment times are governed by Darent Valley Hospital's courier service who calls for the collection at 12.10pm. The current levels of appointment are meeting patient's requirements. If urgent blood tests are required, appropriate arrangement will be made.
<b>Return consultation notification and beyond 2 weeks</b>	Please see action plan progress report heading – Appointments system