

# LANGTON MEDICAL GROUP

## ACTION SHEET AGREED BY THE PRACTICE AND THE PPG FOLLOWING THE PATIENT SURVEY REPORT JANUARY 2012

PROBLEM	SOLUTION	LEAD	TIMESCALE
1 Abuse of disabled parking spaces	Cost a sign stating "For Blue badge Holders only" to put on the wall near to the disabled parking spaces Make the space by the <a href="#">front door</a> a "drop off" point – cost writing on the ground "Drop off Space 10 minutes parking only" and a sign for the wall. Put a message on envisage reminding pts not to abuse the disabled parking spaces. When possible staff to put notices on windscreens of cars without blue badges parked in the disabled spaces	DS DS SDSB	July 2012 September 2012 June 2012 June 2012
2 Difficult for patients to get through on the telephone	In June 2012 we will have move on to a new computer system called EMIS web, and this system will allow us to release appointments for booking in a more flexible way which we hope will reduce the pressure of so many patients trying to ring through for same day appointments after they have been released each morning. Cost adapting the telephone software to state what number in the queue a caller is Do an audit of the attendance rate for appointment booked on-line. If the rate is high we can allocate more appointment to be booked on line- but if the rate is low we will not do so. Advertise on-line appointment booking to encourage more patients to use it and not to telephone for an appointment. We can do this by:  Revising the message on the telephone to say did you know you can book doctor appointments on-line please ask for information  Putting the same message on repeat prescriptions  Putting the same message on envisage  Advertise on a post-report newsletter  Putting the same message on a slip of paper to give to patients who may not see their repeat prescriptions	SB SDSBSB SD DS DS	July 2012 July 2012 July 2012 July 2012  July 2012  March 2012 March 2012
3 It is difficult to get appointments in	There are appointments with the Advanced Nurse Practitioners up to 1pm and from 1.30pm onwards This information can be included on a post-report	DS Partners	March 2012 When

the middle of the day	newsletter. The Practice will consider lunchtime surgeries when there is GP availability. Currently the GPs see patients at the Hospice, Samuel Johnson Community Hospital and do their home visits in the middle of the day.		possible
4 Availability of Saturday morning surgeries	<p>Saturday morning surgeries are provided by other surgeries as part of the Government's aim for Extended Hours in GP surgeries. We provided our Extended Hours on Tuesday evenings from 6.30pm to 8.00 pm and we are open from 8.00 am 6.30pm Monday to Friday. Perhaps patients who have asked for Saturday morning surgeries do not know that we do surgeries before 9am and 5pm. These surgery times will be advertised on envisage, repeat prescriptions and in a post-report newsletter.</p> <p>Putting information on repeat prescriptions</p> <p>Putting information on the envisage screen</p> <p>Including information in a post-report newsletter</p> <p>Putting the information on a slip of paper for patient who may not see their repeat prescriptions</p>	SB SDDSDS	July 2012 July 2012 March 2012 March 2012
5 Lack of privacy at reception	Remind staff to keep their voices down whenever possible, not to say the patients name, address etc but to ask the pt to state it and the pt to repeat it if necessary, Cost a barrier to queue at, to give the patient at the desk personal space and the next patients wait to be called forward to the reception desk. Have a sign inviting patients to ask to move to the side if they would like to speak to reception more privately.	DS DS SB	January 2012 May 2012 May 2012
6 Availability of well-person checks	<p>The practice does provide well person checks if patients request them but does not provide a clinic of well person checks. DS will remind staff that well person checks are available. The opportunity to book a well person appointment will be advertised on repeat prescriptions, on the envisage screen and in a post-report newsletter.</p> <p>On repeat prescriptions</p> <p>On the envisage screen</p> <p>In a post-report newsletter</p>	DS SBSDDSDS	January 2012 July 2012 July 2012 March 2012

7 Appointments are running late	Encourage patients to remember appointments are just 12 minutes long by using a video on the envisage screen and in the post-report newsletter.  Video on the envisage screen  On a post-report newsletter	SD DS	July 2012 March 2012
8 Not knowing who the diabetic nurse is	All Practice nurses provide care to patients with diabetes by advice and regular checks, but all clinical staff have special interests and these will be included on our staff photo board.	DS/JS	March 2012
9 Difficulty in cancelling late evening appointments after the telephone's are switched over to the Out Of Hours Service	We will advertise our mobile number that is for patients to text to, when they wish to cancel appointments, instead of telephoning the Practice. We will do this with a message on repeat prescriptions, on the envisage screen and on a post-report newsletter  Putting the information on repeat prescriptions  Putting the information on the envisage screen  Including the information in the post-report newsletter	SB SDDS	July 2012 July 2012 March 2012
10 Patients feel we do not promote self care	We have put a link on the Practice website to <a href="http://www.patient.co.uk">www.patient.co.uk</a> that provides self care information. We will put information about this website on the envisage screen to raise more awareness of it. We will develop letters to patients with chronic diseases about what tests and checks we need them to attend the surgery for.	SD SD	July 2012 November 2012
11 Patients do not read the messages on the right of repeat prescriptions	We will advertise our mobile number that is for patients to text to, when they wish to cancel appointments, instead of telephoning the Practice. We will put a message on the envisage screen to read the messages on the right of prescriptions. We will have a different message on prescriptions each month and give copies to the local chemists for pts who do not see their prescriptions.	SB SD DS/SB/SD	July 2012 July 2012 July 2012

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