

## Glebe Surgery PPG Action Review Meeting 22<sup>nd</sup> January 2015

Attendance:  
Dr D.Whitehead  
Dr. K.Newsom  
Mr Paul Spells  
Mrs Susan Smith

The Glebe Practice Team met on Thursday 22<sup>nd</sup> January to review the comments and suggestions from the PPG Meetings of 8<sup>th</sup> October 2014 and 19<sup>th</sup> January 2015.

- 8<sup>th</sup> October meeting.
  - Priorities and proposals
    - Improve the management of telephone appointments
    - Compare patient questionnaire results at next meeting
    - Provide more detail about % patients trying to get an appointment on the phone vs in person, and also what time of the day is busiest.
    - Car parking options
  
- 19<sup>th</sup> January meeting.
  - Priorities or proposals to take forwards
    - Promote book on line
    - Option for prescription query telephone line
    - Ask for emails and / or mobile phone numbers
    - Remind patients they can park in the sports centre car park
  
- Questionnaire results
  - Ease of getting an appointment within 24hrs.
    - 70% of patients found it acceptable to excellent c.f 75% last report.
  - Ease of getting through on the phone.
    - 78% of patients found it acceptable to excellent c.f 65% last report.
  - Opening times.
    - 90% of patients were satisfied with our current opening times c.f 100% last report.
  - Attitude of GP's, Nurses and Staff
    - 100% of patients found our attitude acceptable to excellent, continued at this high level.

## **The Practice Team reviewed the priorities and proposals from both meetings.**

Some items from the 8<sup>th</sup> October have already been addressed and the recent 19<sup>th</sup> January meeting proposals were discussed today.

- O New telephone management procedures were agreed at our October 2014 training day and put in place immediately.
  - Patients would be offered an appointment, whilst on the phone.
  - Check if there is anything else we can help with whilst on the phone.
  - A patient check in screen has been installed in order to reduce queues.
  
- O The % of patients trying to get an appointment within 24hrs i.e. on the phone versus in person
  - Findings:
    - Estimate 80% on the phone
    - Estimate 20% in person
  
- o The time of day patients are trying to get through on the phone
  - Findings:
    - 70% of telephone calls are received between 08:30 and 10:30
    - 10% of telephone calls are received between 12:00 and 12:30
    - 20% in the remainder of the day
  
- o The type of telephone queries received
  - Findings in order of volume
    - Prescription queries
    - Appointments
    - Results
    - Referral
  
- o Attitude of GP's, Nurses and Staff
  - Findings:
    - 100% of patients found our attitude acceptable to excellent, continued at this high level.
  
- o Opening times.
  - Findings:
    - 90% of patients were satisfied with our current opening times c.f 100% last report.
  
- o Actions / Priorities:
  - Continue with the patient telephone management process.
  - Investigate a telephone message for patients waiting on the phone.
  - Investigate dedicated phone line options for prescription queries.
  - Use our waiting room message screen, and display boards to promote:
    - Book on line
    - Prescriptions on line.
    - The use of the sports centre car park for parking
  - Efficiently collect patient emails and mobile telephone numbers for input to our clinical system.