

Denton Medical Practice

Patient Participation Group
Action Plan and Priority Area's

We would like to thank the members of our PPG for their input, help and advice regarding the action plan. The basis of the plan was the completed patient survey which was carried out from September to November 2014. Looking forwards to the next 12 months, we will be looking at the results of the Friends and Family Test and any comments and suggestions made by patients.

If you are interested in becoming a member of our Patient Participation Group, please contact the practice on 0161 320 8788 and ask to speak to Lesley Hynds or Sharon Bowater. We are keen to expand our group and would be very happy to welcome new members.

1. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>See Practitioner within 48 hours</p>
<p>What actions were taken to address the priority?</p> <p>The PPG felt that the structure was in place to allow patients to see a GP within 48 hours if clinically necessary, the problem was that patients did not know enough about our systems to know how to access appointments appropriately.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients wishing to be seen on the same day or within 48 hours are being managed appropriately. However patients asking for a routine appointment feel they are not being given the option of the triage system if they felt that they did not want to wait for a routine appointment.</p> <p>The PPG have asked that we need to advertise and promote this service to patients via our website, posters and leaflets and the envisage waiting room advertisement screen.</p>

Priority area 2

Description of priority area:

Waiting time to see a GP

What actions were taken to address the priority?

We are constantly monitoring the appointment waiting time. When access becomes poor (during busy annual leave periods etc) we put locum sessions into the system to create more access.

We try to provide these extra locum sessions via our partners to help with continuity of care. If this is not possible we employ locums known to the practice.

Result of actions and impact on patients and carers (including how publicised):

Reduction in waiting times during GP annual leave.
Continuity of care.

Priority area 3

Description of priority area:

Speak to practitioner on phone.

What actions were taken to address the priority?

Changing the telephone triage system to GP only triage has helped communication and access.

Telephone triage appointments are now available throughout the day.

More information given to patients to highlight the availability of these appointments and advice on how to access/request them.

Result of actions and impact on patients and carers (including how publicised):

Better uptake of telephone appointments.

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

The main issues identified last year were:

Ease of contacting the practice by telephone:

Systems were put in place to complete calls quickly. The new triage system meant calls were dealt with quicker on reception.

Patients educated on best times to ring for urgent and non urgent reasons.

Helpfulness of staff when answering the telephone:

Staff answer calls with a set greeting. All complaints received were discussed with staff and learning points agreed as a team.

Satisfaction with appointment offered:

Appointment triage system was updated to GP triage only. Patients were then clinically assessed and offered the most

appropriate appointment. Feedback has been positive.

Could see the person of your choice within an acceptable time frame:

This was hard to achieve due to individual GP working hours. However access is monitored and extra sessions