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Upton Surgery Patient Participation Group

Patient Experience Report January 2014

Patient experience areas

- Access
- Continuity of Care
- Communication
- Other issues

Access

Patient Experience / Issue	Aim	Actions	January 2014 Update
Availability of appointments	To Ensure adequate access for patients	<ul style="list-style-type: none"> Review national data and benchmarks Identify and apply minimum sessions per week 	Upton Surgery satisfaction remains over 90% in relation to appointment quality markers
Access for on the day advice or appointments to ensure on the day requests are dealt with appropriately	Introduce daily triage duty team approach	<ul style="list-style-type: none"> Triage for on the day requests GP and nurse between 08:00 – 09:00 introduced Duty Nurse sessions introduced Block 'triage doctor open' slots to stream patients to usual doctor when possible 	<ul style="list-style-type: none"> Triage for on the day is an ongoing service we have. With regard to Duty Nurse Sessions, we have a nurse who has completed their Nurse Prescriber course and is fully integrated with the Duty Doctor Team for on the day demand. With regard to 'triage doctor slots' we have now moved to an open on the day universal block system.

Patient Experience / Issue	Aim	Actions	January 2014 Update
Difficulty in attending appointments	To extend hours of opening	<ul style="list-style-type: none"> To provide some appointments on pre-bookable schedules of week day evenings and early mornings and Saturday mornings to increase hours by 274 per year 	Additional extended hours delivered to contract specification.
Able to get through to the surgery on the telephone	Maintain responsive access by telephone	<ul style="list-style-type: none"> Review to be undertaken and staffing arranged according to high demand times identified Use systems to provide reports to monitor performance 	Phone access rating has dropped to 89% from 95% despite additional staff and no change in telephone system – we will continue to monitor

Continuity of Care

Patient Experience / Issue	Aim	Actions	January 2014 Update
Ability to provide continuity of care	To improve continuity of care by preferred doctor	<ul style="list-style-type: none"> Block specific slots to stream patients to usual doctor 	<ul style="list-style-type: none"> We have now moved to an open on the day universal block system.
Access to specialist clinics closer to home	To improve continuity of care in specialist areas	<ul style="list-style-type: none"> Use of Choose and Book facility Arrange consultant clinics on site and use in-house specialism for inter GP referrals for minor surgery, dermatology, cardiology, diabetes and contraceptive services 	<ul style="list-style-type: none"> Using Choose and Book is an ongoing process Clinics ongoing are Parkinson specialist nurse, MS specialist nurse, Diabetes specialist nurse, mental health CBT, Heart Failure nurse, Leg club ongoing, in house prostate recall system and Long Term Conditions Birthday recall systems working well. Consultant Dermatology, Rheumatology and Older People Psychiatric consultant clinics on site. Additional private counselling options added in year.

Patient Experience / Issue	Aim	Actions	January 2014 Update
<p>Access to specialist nurse or other professionals services closer to home</p>	<p>To Improve access to services</p>	<ul style="list-style-type: none"> • Ensuring nursing team are trained and up to date to deliver specialist on site clinics in INR, COPD, Asthma, Diabetes, Minor injury and specialist tests • Provide access to other specialist community nurse services on site 	<ul style="list-style-type: none"> • Nurse prescriber course completed and service in place • Close working with Nursing Home Nurse Practitioner post based on site (now with prescribing qualification) • Leg ulcer and Doppler service commenced following training of Practice Nurse and community Leg club clinic with community nurses commenced.

Communication

Patient Experience / Issue	Aim	Actions	January 2014 Update
Informing patient about appropriate access and use of the service	To increase appointment overall and manage expectations	<ul style="list-style-type: none"> • Newsletter rebranding and produce minimum 6 per year and post on website • Use of NHS material to inform patients of appropriate NHS use of services 	<ul style="list-style-type: none"> • Our Newsletter has been updated to an easy to read format and we continue to produce these on a regular basis and ensure they are both available in surgery and on the website and 30 to community distribution service. • Informing patients of appropriate NHS services is an ongoing process.
patients not informed of appointment timing delays	to improve patient waiting experience	<ul style="list-style-type: none"> • reception staff to routinely advise patients if a doctor or nurse is running late • Advisory notice to be on envisage system 	<ul style="list-style-type: none"> • Reception interaction to keep the patients informed is an ongoing process. • Our envisage display screens have rolling messages advising patients to contact reception if they have been waiting for a long time.

Patient Experience / Issue	Aim	Actions	January 2014 Update
Ensuring that patient views are sought	To provide user feedback to inform service provision	<ul style="list-style-type: none"> • Establish wider virtual groups using email • Establish contact with harder to reach groups with PPG support • 2013 Patient survey 	<ul style="list-style-type: none"> • Virtual patient reference group now has 106 members • Older Peoples showcase event December 2013. Young Mums health training recognising a treating childhood illness x 2 November 2013 • PPG meeting in November 2013 to discuss feedback and issues from 2013 survey – Action plan formed and updated with information communicated back to patients via newsletter, website and patient notices place in surgery

Patient Experience / Issue	Aim	Actions	January 2014 Update
Informing patients of access choices	To improve use of modern convenient access choices via the web	<ul style="list-style-type: none"> • Web site information • Advertise service in newsletter, display screens and prescription bags • Proactive informing when appropriate in consultation, registration and face to face contacts 	<ul style="list-style-type: none"> • A new format for our website has been chosen by PPG launched February 2014. A communication exercise to notify patients prior to change. • Ongoing advertisements. • Ongoing proactive informing of patients when appropriate.

Other Issues

Patient Experience / Issue	Aim	Actions	January 2014 Update
Improving patient privacy when talking to a receptionist	To improve patient experience and confidentiality	<ul style="list-style-type: none"> • Position privacy signs at reception and dispensary desks • Use patient volunteer to support and encourage self check in service • Registration to be offered in side room when staff allow • Increased use of Confidential hatch 	<ul style="list-style-type: none"> • Privacy signs are in place at both reception and dispensary desks • Patients are still being encouraged to use the self check-in service • Where possible registration will continue to be offered in a side room • Unfortunately the use of a confidential hatch is not achievable
Telephone message quite slow to get through option	To improve the patient experience when using the phone system	<ul style="list-style-type: none"> • Update the recorded message with the PPG selected options and having a faster run-through of the options 	<ul style="list-style-type: none"> • Phone message recordings update February 2014 with options agreed by PPG.