

## **OLD SWAN HEALTH CENTRE GROUP PRACTICE**

### **PATIENT PARTICIPATION REPORT 2014**

*Old Swan Health Centre Group Practice services a patient population of 9,699 patients. The surgery opening times are Monday – Friday 8 am – 6.30 pm with 2 GPs undertaking late surgeries until 8.30 pm on a Monday evening.*

*The Old Swan Health Centre Group Practice, Patient Participation Group was formed in 2008 to support and help the Practice develop and meet the needs of the practice population. Since that time we have continued to hold 3- 4 meetings a year. The group currently consists of 15 members, 9 females and 6 males whose ages range between 39 years – 78 years. We have continued to advertise the group in the surgery via notices and in our Practice leaflet and on our website. New members are always welcome. The group has met on 3 occasions during the past 12 months.*

*As a result of our Patient Satisfaction Survey undertaken in 2013 we established our priorities for the year following discussions with our PPG. One of priorities set was to introduce more evening appointment. I am happy to report that we introduced an extra evening surgery on a Thursday as well as extending the evening surgeries sessions to allow more appointments throughout the week. During the winter months we also introduced extra evening surgeries on a Monday, Tuesday and Wednesday these appointments were made available to book on the day.*

*We have also continued to monitor the number DNAs, when patients fail to attend their pre-booked appointment and send letters to patients who persistently fail to keep their appointments. We have noted a 2% decrease in the number of wasted GP appointments during the past few months.*

*We undertook a further Patient Satisfaction Survey following discussions with our PPG to see if these changes have had an impact on our patients experience when accessing consultations with a GP.*

*We undertook the survey in February. Patients attending the surgery whether to attend an appointment, order or collect a prescription were invited to complete a questionnaire.*

*We are very grateful to all the patients who took the time to complete the questionnaire and appreciate the positive feedback and ideas for improvements. We are continually working towards improving the service we offer to our patients and will use this information to help us further.*

## **Patient Satisfaction Survey Results 2014**

*The results of survey were discussed at the Patient Group meeting held 24th March 2014.*

*Patients attending the open access surgery reported a slight improvement in the waiting times and overall satisfaction with the service. A 2% increase was noted in patients who were unable to consult with the doctor of their choice however 69% were given explanation as to why the doctor was unavailable. A slightly higher percentage was achieved in the satisfaction for the waiting times.*

*Pre-booked appointments, 73% of patients reporting being able to book an appointment within 2 days compared to 71% last year. Overall satisfaction with appointment system recorded at Good – Excellent 76% which is a slight improvement on previous years.*

*We also received several helpful suggestions on how to improve our current service which have been discussed with our Patient Participation Group.*

*More appointments needed was highlighted and again the number of surgeries we currently offer will be reviewed. However, these suggestions led to the discussion regarding the number of wasted appointments, when a patient makes an appointment and then fails to attend. We have been monitoring this and currently 5% of GP appointments are wasted each month. As we are upgrading our computer system in May we hope to reduce the number of DNAs. The new software will allow us the facility to send out text appointment reminders to patients providing they have consented to this service.*

*A few suggestions were received regarding our repeat prescription service. We again are happy to announce that we have recently introduced online access for requesting repeat prescriptions and we will be promoting this.*

*We received a few comments regarding our telephone service, especially patients that find access difficult. Again we have taken these comments on board and are looking to upgrading our system in the coming year.*

*Following the discussions we agreed our priorities for 2014 as listed below:*

***Action Plan***

<b><i>Activity</i></b>	<b><i>Time</i></b>
<i>1. To continue to monitor our appointment system</i>	<i>On going throughout the year</i>
<i>2. To update patients contact telephone details especially mobile numbers and gain their consent to receive text reminder messages from us..</i>	<i>On going</i>
<i>3. To promote the use of online access for patients to request their repeat prescriptions.</i>	<i>On going</i>
<i>4. To up date out telephone system</i>	<i>6 months</i>

***March 2014***