

Acknowledgements

This report is a team effort:

At the Grove we recognise that we have a wonderful bunch of patients and we are particularly indebted to the 1,000 who so far have signed up to be in our Patient Representative Group. Without their input this report would have been fairly meaningless (and a lot shorter and easier to write!) Our thanks to them.

We also have a fantastic Patient Participation Group who willingly give their time to help us. We greatly appreciate their wisdom and guidance. Over the past couple of years they have been a constant source of encouragement and have helped steer this whole process. Big thanks to Phil Williams (chair), Les Grafton, Muriel Richardson, Rodney Stratford, Teresa Hopkins, Peter Bray and Fran Walton

Lastly, to our loyal & long-suffering staff! It is not easy delivering outstanding care in the current economic climate – but they do a fantastic job and they really care. Thank you to you all, from the longest standing member of staff (I'll spare your blushes!) to our three new receptionists who have made such a difference.

In the context of this report – my special thanks to Kate McRae (Reception Team Leader), Martina Barton (Admin Team Leader) and Becky Anderson (Practice Manager) who all given time, energy and evenings to support the PPG and who have helped turn the ideas we have received into reality. You are all stars!

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Report author

Patient Participation DES

We are constantly trying to improve our services and more importantly the health outcomes for our patients.

In order to ensure our patients views are fully represented in the development of our services we have set up two representative bodies:

- **Patient Participation Group** (PPG) This currently has 7 patient members and meets quarterly
- **Patient Representative Group** (PRG) over 1000 patient members who have agreed to take part in on-line surveys

Following a series of consultations and patient surveys we have agreed the following action plan.

Agreed action plan

Telephone system		
You said...	We did...	The outcome was...
You wanted us to make it easier to speak to a receptionist	We have employed 2 extra members of reception staff (30 Jan 2013)	It is now easier to talk to a receptionist
Some patients found it difficult to get through to the practice on the phone	We analysed our peak demand times and published them on the grove website (14 Jan 2013)	Patients can choose quiet times to call
You said... It was sometimes difficult to get through to the practice on the phone	We have agreed to increase the number of telephone lines if the increased number of receptionists doesn't improve the problem	Patients are less likely to get an engaged line
You said you wanted to be able to book a telephone consultation	We have created bookable telephone consultations (Feb 2013)	Patients have a choice of face to face or telephone consultations
You said... You were sometimes frustrated with the automatic phone system because you were unable to make the appointment you wanted to make	We have rationalised the booking system. The phone system can now be used to book urgent same day appointments. The new on-line booking system can be used to make appointments up to 8 weeks in advance with many more options.	The system is more intuitive and patients have more chance to do what they want to do with the phone system

Reception & Waiting room		
You said...	We did...	The outcome was...
You said... the friendliness of the reception staff was very important to you	We have continued to invest in reception training and stress the importance of all staff having friendly helpful attitude. In addition the extra 2 receptionists will help ease the pressure on our front line staff (Jan 2013)	We are continuing to be proud of our receptionists
You said... You were concerned that the touch screen check-in terminal could harbour germs	We have provided alcohol gel close to the check-in terminal which is now regularly sanitised (12 Jan 2013)	The waiting room is more hygienic
You said... You understood that a	We recognise this is a frustration	Hopefully patients will find this

wait was sometimes inevitable but thought you were sometimes left in the dark about what was happening	but sometimes unavoidable. We have included waiting time information on non-urgent appointments (Feb 2013)	information helps the waiting experience
You said... You would like us to improve your waiting room experience	We have asked the Grove Patient Participation group to give us advice (Jan 2013) Meetings held (1 st March, 20 th March 2013)	We are implementing a number of key recommendations and investigating others

Your appointment		
You said...	We did...	The outcome was...
You said... You were not always sure about which doctor or nurse to see with your problem	We have given receptionists more training and updated information on the website and easier availability of telephone consultations	Patients are better equipped to see the appropriate doctor or nurse
You said... it was very important that the doctor or nurse addresses your concerns	We have designed two cards for optional use – one to help you prepare for your appointment and the other to help you remember what was said (To be rolled out in April 13)	Patients are even more likely to have their concerns fully addressed

Appointments & Services		
You said...	We did...	The outcome was...
You said... You thought the waiting times were sometimes too long	We recognise this is a frustration but sometimes unavoidable. However we have lengthened some appointments and added in catch up slots (Feb 13)	We are hoping this will result in shorter waiting times
You said... You asked us to improve the quality of information about the services we provide so patients are better informed about the facility to book appointments and order prescriptions on-line	We have updated our website to give up to date high quality information We have updated waiting room presentations and our new patient welcome packs (Jan 2013)	The Grove website now gives excellent information about the services we provide
You said... You would like us to do more to publicise our extended hours service	We have updated our information in the waiting room and website especially for those who want routine appointments before or after work (Jan 2013)	Patients are now better informed about our extended hours

Healthy living		
You said...	We did...	The outcome was...
You would like to be able to have a free health check	We now invite patients between 40 and 74 for free health checks	Patients can book a free health check
You said... You would like better feedback on your key health indicators that will enable you to live a healthy life	We have designed a leaflet that links with a health check and have increased the range of information on our web site	Patients have better information to manage their health

Website and Facebook		
You said...	We did...	The outcome was...
You said... You wanted us to	We will continue to update our	Patients are better informed about

improve the quality of information about the services we provide	website to give up to date high quality information. The Waiting room team is also investigating a new approach in the waiting room	our website
You said... You wanted to use the website to book directly with the nurse	We think this is a great idea and have investigated this. Sadly it is not practical at present because it makes the system too complex	We are still investigating ways to simplify booking with a nurse on-line
You said... you thought it was worth invest in a Facebook site	We have set up a Facebook site and Twitter accounts with regular updates to try to appeal to younger patients (Jan 2013)	Patients have access to information via the Grove Facebook site
You wanted to receive an email confirming your compliments, complaints and suggestions	We have set up a system to confirm your compliments, complaints and suggestions (5 Jan 2013)	Patients know their messages are being received and acted on

Shirley Health Centre

You said...	We did...	The outcome was...
You said... You thought the Health Centre was scruffy and wanted the hedges cut down	Sent numerous emails and complaints to the landlords requesting urgent attention	The hedges have finally been cut down and replaced with a fence and soft planting...
You said... You would like better pedestrian access to the Health Centre for wheelchair users..	Sent numerous emails and complaints to the landlords requesting urgent attention	Pedestrian access is easier
You said... You would like us to pay more attention to the internal appearance of the Health Centre	We have begun a process of improved signage and have organised an annual 'skip' day to de-junk the building.	The Health Centre looks tidier and more professional