

UPDATE REPORT ON PATIENT SURVEY 2012 WATLING MEDICAL CENTRE

PLAN OF ACTION

1. Although most patients responded that they felt welcome when they went through the registration process, and received help when they needed it, it is also clear that for some patients the process was not welcoming or helpful. (The negative responses expressed by some patients in this survey, should be viewed against the background of critical views expressed on NHS Choices. Taken together, they provide an indication of areas of dissatisfaction among patients}.

The Practice will therefore institute a Training Programme so that Receptionists understand that the provision of an excellent service to patients is a matter of priority. The initial training will be provided in house taking into account all the points raised. After 6 months review the Panel will consider the appointment of an external consultant who will strengthen a customer-service approach to patients, assist in the setting up of a more efficient delivery of service and the development of a monitoring system. The Practice Manager will supervise and monitor the implementation of the new system to ensure that high standards which meet the needs of patients are sustained.

The impact of the new approach will be evaluated within a year.

ACTION TAKEN

Two Senior Reception Team Leaders have attended a course on "Alternatives to saying No" on 14/11/12 which focussed on how to be helpful to patients when their immediate needs cannot be met, given the current resources.

A joint meeting was held on 29/11/12 for all Receptionists to observe, participate in and give feedback in role plays of scenarios that provide challenges for the Reception Team e.g. when appointments are limited, or when requests are made that cannot easily be met. This included a presentation on common pitfalls in dealing with patient's requests (lack of acknowledgement of the patient's problem and appearing to be obstructive. The session was also used to teach skills such as "summarising" the problem to confirm the receptionist has heard what the problem is, being empathic to the patient and explaining what options there are if the initial request cannot be dealt with.

Three staff members have attended a course on Conflict Resolution so far. This program of training will continue with all other receptionists as courses become available.

A further meeting will be held at the Stanmore branch in March

Staff Training will be routinely incorporated into the bimonthly staff meetings.

Our Practice has been instrumental in leading to the formation of a network of local GP Practices. This network has developed a new registration process which was implemented in January 2013.

There have been no complaints regarding the registration process during the 2012 – 2013 year.

2. Since there are indications that patients are not absorbing all the information provided in the leaflets currently distributed by the Practice, The Patient Leaflet and other information leaflets will be reviewed so that information is better understood by patients. Information about the Practice website will be included in the information given to patients. Consideration will be given to the inclusion of all the information which patients require on one leaflet or booklet which will be revised periodically.

ACTION TAKEN

The Practice Information Leaflet has been updated, merging information that was previously given in 2 separate documents

The Practice plans to improve the format of this and is awaiting the new website in order that the formatting will be compatible.

The “Myhealth” website has been updated. However, the Practice feels that this website, although linking with national information, is not user friendly enough or providing the services we require for our patients and with future changes in the NHS will not be fit for purpose.

A new website is currently being developed which will include more information about services at the Practice, repeat prescriptions with a view to ordering them on line, and a long term objective of being able to book patient appointments on line. Patients will also be able to register on line.

3. In order to provide a more effective channel for patients to inform the surgery when they are dissatisfied with the service which they are receiving, the process for making a complaint will be explained more clearly in the information booklet. However the focus will be on pre-empting the making of formal complaints. Suggestion boxes will therefore be placed strategically in the surgeries so that patients can indicate their concerns anonymously. Patients will also be urged to discuss administrative problems with the Practice Manager and will get clear information about the process for meeting the Practice Manager. It is hoped that this may reduce the critical comments made about the surgery in this survey and on NHS Choices.

ACTION TAKEN

There is now a complaint and suggestion box at each surgery in the reception area. This is in addition to the paper literature being available that has been updated and also is available on our website.

It is envisaged that having these boxes in place will give patients an added opportunity to post any complaints or suggestions in the boxes whilst they are at the surgery. To date there have been no complaints posted, but there have been a couple of suggestions which will be discussed at the next suitable meeting.