

Glenlyn Medical Centre Patient Participation Report & Action Plan 2012-13

Section 1.

Patient Reference Group- Current Patient Participants

Glenlyn Medical Centre welcome new members with a view to Ensuring the opinions is representative of all groups of patients. If you are interested in joining, please contact our Office Manager Ms. Jan Flynn.

Our current members are

Mr. Alan Hopkins
Mr. Roger Dobbing
Mrs. Helen Wells
Mrs. Emma Scillitoe

We meet formally approximately once every 3 months but happy to take queries as and when they arise via our suggestion box.

Section 2

[Click here to view Survey Results](#)

Section 3

Action Plan from Survey Results

Patients were not being informed when Drs were running late

1. Action plan-

Reception staff will regularly monitor when there are delays and inform patients at reception on arrival. They will also inform patients in the waiting room if significant delays

Implementation deadline - immediate

Patients were being called in for issues that could have been dealt with by phone or in alternative manner

2. Action plan

Administrative team is being expanded and trained to take more details of queries; these queries can then be directed to most appropriate member of team. This should lead to more efficiency and more timely return of phone calls

Implementation- Glenlyn are currently recruiting more staff and training will be done simultaneously.

Deadline –for changes to be in place by May 2013

3. Patients are finding it difficult to see same Dr and are concerned about continuity of care

Action plan

Patients can now no longer be restricted in which Dr they can see; the Dr will be expected to see through the patient episode and hence maintain some continuity. The Drs will give their areas of specialism and interests in newsletters and on the website to help patients decide who they wish to see

Implementation- full implementation with website profiles by May 2013

4. Patients are finding it hard to access appointments

Action Plan

We would try and train the staff to deal with queries on the phone if possible. We are also intending to increase the current clinical team with Drs and Health care assistants.

Implementation deadline

June 2013

5. Patients were not being informed of the practice changes

Action plan

The Practice will look at a summarizing key messages and facts about services in a mail drop leaflet

Implementation deadline

July 2013