

Dear Patients

We would like to thank you for completing our recent patient survey on how we can improve as a practice on our current availability to you.

The summary of results shows:

*50% of patients were happy with our current access arrangements*

There were areas where we could improve.

Glenlyn, in conjunction with the Patients Representative Group, have formulated the following action plan.

The plan is based on the responses for the patient population between 04/03/2012 and 19/03/2012.

The questions we asked were –

1. How can Glenlyn Medical Centre improve on the current access arrangements for urgent and non-urgent care?
2. How can Glenlyn improve access to non-doctor queries between 08:00 and 18:30?

The following points were highlighted from the survey results –

Issue 1 Availability of appointments for taking bloods

Action Glenlyn will recruit more staff to take bloods during early morning surgery (8.00 a.m. – 10 p.m.)

Date of implementation - early June 2012

Issue 2 The wait for routine appointments for some doctors is excessive; patients have expressed a strong interest in seeing their doctor OR their doctor has requested to see them.

Action Doctors will increase their capacity through additional surgeries if the waiting time for routine appointments becomes excessive – a guideline of 10 days or when our staff highlight the problem (this can sometimes happen after annual leave)

Date of implementation - first week April 2012

Issue 3 Improving triage for Home Visits – i.e. urgent and non-urgent Requests

Action If the PATIENT perceives a visit to be urgent, this will be communicated by internal e-mail or telephone, depending on doctor preference, the doctor can then triage the priority in a timely manner. There will be a training need for staff accordingly.

Date of implementation – immediately

Issue 4 Patients feel they need better access to non-clinical staff for particular issues e.g. we have a Results Line only accessible between 3pm to 5pm

Action The Results Line will be scrapped and patients can ring any time but encouraged to ring between 10.30 am to 18:30 - this is to avoid the phones being blocked during the busiest time.

Implementation date - 16<sup>th</sup> April 2012

Issue 5 The survey and PRG felt greater use of our administrative staff to deal with queries would be welcomed; in fact the patient experience when they have sorted out issues was very positive, e.g. secretarial issues re hospital letters.

Action We are remodelling the staff working environment to be more user friendly and having secretarial staff more accessible. We hope this will reduce duplicity and enhance the capability of the team. A list of such tasks will be created in a joint forum with clinicians and admin. team and will appear on the website and in the practice booklet.

Implementation date - first week in July 2012

We will do a further survey in September 2012 to assess patient satisfaction in these areas.

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