

PATIENT PARTICIPATION ACTION PLAN

2014/2015

- Appointment Access
- Parking on Fox Hill Crescent
- Online Access for appointments and prescriptions

REASONING BEHIND THE CHOICE OF TOPICS

APPOINTMENT ACCESS

Patients have aired their views verbally about not being able to get into same day access and pre-bookables are sometimes more than two week ahead. The team are unhappy because they feel they cannot fit patients in. The Friends and Family Test has revealed some slight grumbles about waiting times/access.

PLAN

- Make this the main focus of the practice team building event in January 2015 for input from all the disciplines
- Formulate a working group in practice (Ian Nerurkar, Karen Mills and Tracy Beckett) to look at appointment availability and what would improve access
- Produce a schedule of appointments which provides increased same day/bookable appointments
- Prepare an information leaflet for patients explained what could be done to help improve access with the help of the practice team and the patient participation group

- Put the information leaflet on waiting room chairs each evening, send out with all patient correspondence, put it on the website, and on the waiting room screen
- Put a note in Practice newsletter about this and recommending patients pick up a leaflet

PARKING ON FOX HILL CRESCENT

Complaints received from local residents about parking on Fox Hill Crescent, causing an obstruction to other road users and of particular concern because it is a bus route. Also the cars are parked on the pavement.

PLAN

- Practice Manager to contact Sheffield City Council
- Practice Manager to contact Police for advice on legalities
- Prepare notices for display in entrance lobby
- Speak to groups that use the group room as possibly they use the Fox Hill Crescent entrance
- Ask Building owners for advice
- Put a note in Practice newsletter about this

ONLINE ACCESS TO APPOINTMENTS AND PRESCRIPTIONS

Telephone access was a problem highlighted in last year's survey. We have a list size of 6,200 patients, in 2014 only 700 have online access and probably not all patients use the facility. Increasing use of online services will help patients to book appointments and order prescriptions without having to ring in or attend the practice. Time saving for all and the online system

should lead to less errors (reducing scraps of paper being handed in or old repeat slips being used) as there is an audit trail for ordering repeats. Freeing up the lines will mean patients without online access can get through.

PLAN

- Practice to do a search of who we have an email address for and send them out information about online registration Putting a note on prescriptions, (its already on the website), reminder on waiting room screen and posters up.
- Clinicians to inform patients when they request a prescription in consultation that they can register online
- Foxhill Forum worker to work in waiting room encouraging patients to use Online facilities
- Put a note in the practice newsletter about how to register (explaining need to register in person)