

Patient Participation

Eastview Surgery Progress Report

Background

Eastview Surgery Conducted a Survey to obtain the views of its Patients, on how they view the services the surgery provides.

The issues identified and discussed with the Patient Reference Group formed the basis of the action plan put in place to deal with the Issues

Aim

To look at the Issues Identified, What measures were put in place?
To identify the outcome, and look at any improvement made.

Issues Identified

1 29% of patients found it not very easy to get an appointment with the practice nurse. Although at the time the practice perception was different from what the patient survey reported. The practice is aware that at certain times of the year the practice nurse appointments are fully booked up due to Qof requirements

Action Taken

Audits of Practice Nurse Appointments were undertaken in May 2012 and again in March 2013 to measure appointment availability at differing times of the year. A Patient Survey Ran concurrently alongside the Audit period, to compare with patient perception.

Audit

The Audit looked at how many Practice Nurse Appointments were available to book at least three days in advance of weeks commencing the 14th May 2012 and week commencing 11th March 2013

Patient Survey

A Verbal survey was undertaken of the patients that attended an appointment with the Practice Nurse to ensure the patients that were being asked corresponded to the time period of the audits. The patients were asked "How easy was it to get an appointment with the Practice Nurse"

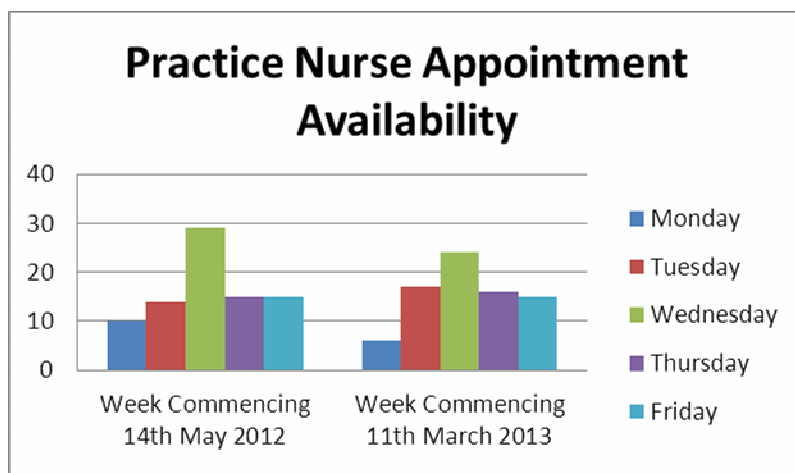
Results:
Patient Survey

Patients reported that they were offered and able to make an appointment at a time and day convenient to themselves.

Audit

The audit results found that if a patient had phoned on 11th May 2012 for an appointment for the week commencing 14th May 2012. There was been availability on each day.

If a patient had phoned on 8th March 2013 for an appointment the week commencing 11th March 2013. There was availability on each day.



2: 32% of patients found it “Not very easy getting through to the practice on the telephone”

3: 13% of patients expressed an interest in being able to book an appointment online

The Practice recognised the difficulties patients experience when trying to contact the Practice by telephone, we also looked at this in conjunction with patients wanting to book appointments on line.

The Practice is in the process of changing its Clinical system from Emis LV to Emis Web. Once this is complete it will enable the practice to offer patients the ability to book their appointments online.

This process has been happening throughout 2012 with data cleansing exercise and streaming to Emis Web. Completion of this will be expected to be finalised in early summer 2013.

We hope with the ability to book an appointment on line this will also ease the difficulties of contacting the practice by Telephone.

Conclusion

The Practice welcomed the results of the appointment audit and survey. It clearly showed that the practice provide sufficient provision of Practice Nurse Appointments. However we did conclude from the audit results, that the early morning and late afternoon appointments was a popular time slot. To improve on this the practice now offers Practice Nurse Appointments starting half an hour earlier in the morning. This has proved a popular addition to the service provided.

The Practice welcomes and actively seeks the views of its patients to enable service improvement. We Hope with the upgrade to a new clinical system this will enable us to provide continuing service improvement.