

Welcome to
The Alma Partnership
Patient Group Meeting
5th February 2015
6.30pm – 8.00pm

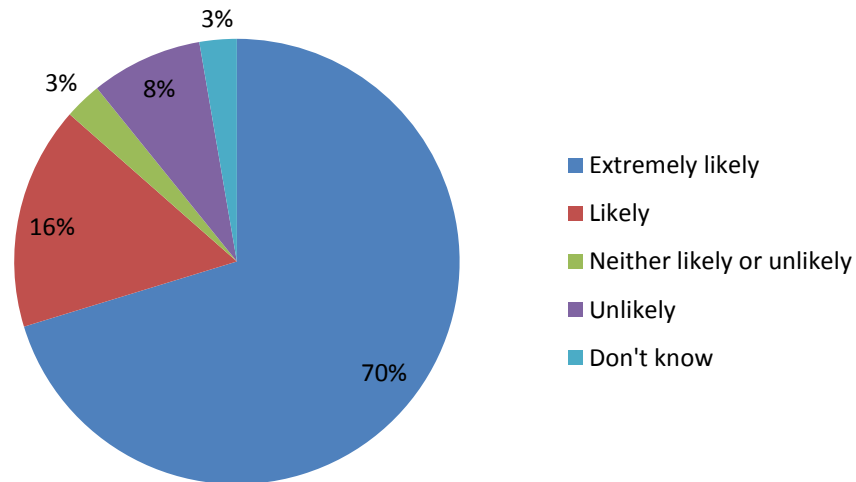
Patient Feedback Sources

- * Patient Participation Group
- * Friends and Family Test (FFT)
- * Suggestions Box
- * Complaints
- * Word of Mouth (via receptionists for example)

FFT January Data

37 responses via paper, website and check in screen

Q1: How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?



FFT

Q2: Can you tell us why you gave that response?

- * Majority of comments very positive about the service provided (see handout)
- * Negative feedback was mainly around the appointment system and availability of appointments

Available Services

- * On the day telephone consultations
- * Evening surgeries
- * Book ahead appointments
- * Online booking

Patient Demand

Increased patient demand:

- * On average 133 calls are received every morning alone. Many of these calls are complex enquiries and the majority translate into appointments.

Patient Demand

Increased demand for same day consultations

- * From Monday 1st December – Friday 19th December (a period of 3 weeks), 1,665 patients were consulted via telephone on the same day they requested an appointment.
- * This is an average of 111 telephone consultations per day plus routine appointments
- * The practice offers on average 120 routine appointments per day

RCGP Campaign – Increase Funding in Primary Care

- * The Put patients first campaign is demanding that the governments of the UK increase funding for general practice from an historic low of 8.39% to 11% of the UK NHS budget by 2017.
- * 300,000 signatures in support of the campaign
- * Parliamentary debate today
- * BMA Your GP Cares campaign

Potential Action Points for Discussion 2015-2016

Suggestions and complaints – common themes

- * Difficulties getting through on the telephone
- * Difficulty booking appointments in advance
- * Availability of appointments outside working hours
- * Post box on the front of the building not secure

Telephone System

The practice telephone system has not been upgraded for several years and is no longer able to cope with the increased demand.

Action: Explore an alternative telephone system. Advances in technology and webhosting options may in fact make a new system more cost-effective

Book Ahead Appointments

Currently the rota is produced manually - time consuming and last minute changes can create delays

Action: Explore a computerised rota system to allow more timely production of book ahead appointments which will in turn allow better assessment of capacity ahead of time.

Availability of Appointments Out of Hours

Action: Raise awareness of extended hours surgeries and look at appointment availability within those surgeries.

Post Box

Comments from patients about lack of security of post box

Action: Consider purchasing a new secure post box