

Chilwell Valley & Meadows Surgeries
Patient Reference Group Agreed Action Plan 2012/13
Final Progress Report March 2013

Item	Issue / Priority Area	Proposed Action	Timescale	Responsibility	Progress at 24 th Sept 2012	Progress at 4 th March 2013
1.	Appointments and waiting times – possible differences between sites	The practice need to perform further analysis of survey data by site to determine the extent to which issues identified are specific to different surgeries.	Before next PRG meeting	Dr Churchill	Further analysis showed no major statistically significant differences between sites – an updated report has been prepared to reflect this. We will therefore continue to address the issues across both sites.	Completed
2.	Appointments – possible triage system	The possibility of establishing a doctor-led triage system for appointments should be explored. In order to do this a working group will be set up including the practice manager, one doctor from each site, and one patient representative from each site. The remit of the group will include the possibility of visiting or contacting other surgeries which operate such a system and formalising a proposal for discussion with the practice and PRG with a view to piloting the system.	Six months	Dr Lott	Action delayed due to sickness	Dr Lott prepared a discussion paper to inform decision making and this was discussed with the PRG. The annual patient survey included a question on this topic in order to assess patient attitudes. A proposal is being prepared to request funding from the CCG for a feasibility assessment. Work will continue into 2013/14.
3.	Appointments –	Patient awareness and use of on-line booking needs to be improved. The	Six months	Information	Has been discussed with our Information	Patient awareness has increased and the

	online booking	practice will publicise it further by notices in the waiting room, newsletter, and information sheets with repeat prescriptions. In addition the practice will offer 'familiarisation sessions' to interested patients to show them how they can use the on-line booking system.		Systems Manager	Services Manager who is planning to action this.	availability of on-line services has been publicised.
4.	Appointments - availability	The practice will undertake a review of appointments in relation to the number of GP sessions available and will make proposals for addressing any shortfall.	Three months	Dr Churchill	The situation has been reviewed and it has been decided to appoint a new part-time GP who will work across both sites.	New GP (Dr Fiona McCracken) started work in March 2013.
5.	Appointments - DNAs	The practice will undertake a review of 'did not attend' (DNA) and explore common reasons for this, publicise numbers to patients to raise awareness (newsletter and poster), and consider ways of reducing this (e.g. text reminders)	Six months	Information Systems Manager	No action taken yet	Not undertaken – but PRG agreed that this was not a priority given that DNA rates are relatively low in our practice.
6.	Waiting times	The practice will undertake an audit of waiting times for patients to be seen by individual clinicians and feed this back to them with consideration of rescheduling appointment durations or times.	12 months	Information Systems Manager	The data have been collated fed back to individual clinicians who are considering any action that they might take.	The annual patient survey demonstrated a small improvement in waiting times although no improvement in satisfaction.
7.	Patient involvement	The practice will include patient representatives in key staff appointments. Two patient representatives will be invited to assist in interviewing for the new practice manager.	Ongoing	Dr Churchill PRG representatives	A representative from each surgery site was involved in the interviews for our new practice manager.	Patient representatives were also included in the selection of our new GP.