

Dr Hunt, Dr Uddin and Dr Anwar – Patient Survey 2013-2014 – Action Plan

Survey Questions	Comments	Actions
<p>Are you aware that you can book routine appointments up to 6 weeks in advance?</p>	<p>We did see a slight increase in the number of patients who were aware of this but still only 59% of patients were aware. After last year's survey we displayed notices in the waiting area and on the website.</p>	<ul style="list-style-type: none"> Quarterly Patient Newsletter to now be monthly and include details on how to book appointments and what is available for patients wishing to book a routine, non-urgent appointment.
<p>Are you aware that in cases of medical urgency you will be seen on the day, but will be asked brief details of your illness to determine the urgency?</p>	<p>Patient awareness of this increased from 79% to 88% this year. A patient did comment on how they "question the ability of the non medical staff making the decision on the urgency". The doctors direct the staff to ask a patient what the emergency is for a couple of reasons:</p> <ul style="list-style-type: none"> To determine how urgently a patient needs to be fitted in - may have to come straight down to surgery, ok to come at the end of surgery or in some cases the call is passed to the doctor to determine if a patient needs to go to the hospital. To determine what the emergency is. For example, some people who require a sicknote thinks this is an emergency to them but this is a NON-MEDICAL emergency and the reception staff will then be able to book a non-urgent appointment. <p>We do ask that patient's understand why the reception staff are asked to do this.</p> <p>In recent months the length of the doctor's surgeries, due to emergency appointments, has increased. After last year's survey, we introduced a notice slip that is handed to patients who attend an emergency appointment explaining that the appointment is an emergency and only that medical emergency will be dealt with that day and to book a routine appointment for anything else that is not urgent. This will help with the doctors seeing patients with an urgent need as quickly and efficiently as possible in a safe manner. We also have a notice in the reception area to make patients ware that they will be asked the nature of the illness to determine the urgency, again this was as a result of survey last year.</p>	<ul style="list-style-type: none"> Information regarding emergency appointments to be included in the newsletter.

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<p>The issues raised in the previous questionnaire were as follows. Have you seen any improvements in these areas?</p> <p>a) Alternative ways of booking appointments i.e. online</p> <p>b) Access to interpretation and translation services</p> <p>c) Appointment reminder system</p> <p>d) Length of time spent in waiting room before seeing doctor</p>	<p>We have seen a decrease in patients seeing an improvement in the areas a), b) & c).</p> <p>a) At present a patient can book an appointment in 3 different ways – in person (at the reception), by telephone or via the website. These are the ways that most doctors surgeries have available.</p> <p>b) If a patient requires an interpreter at their consultation, a double appointment is booked with the doctor or the nurse and a telephone interpreter service will be used to translate a consultation. We do try to identify the need for an interpreter when a patient registers with the practice and a note is attached to their notes to book double appointments for these patients in order for the doctor or nurse to use the interpreter service.</p> <p>c) At present we do not have a system to remind patients about appointments but this is something we will be looking into. If we find a suitable service we will look to implement the system and will make patients aware. The system will rely on patients contacting the surgery to update any changes to telephone numbers, currently we do encounter a lot of issues when we try to contact patients as telephone numbers have been changed and the surgery is not informed</p>	<p>a) To attach a patient notice slip to prescriptions to promote the online services, this will inform those patients that do not always come in to the surgery to see patient notices available in the waiting area.</p> <p>b) No action. This information will be made available to patients at the point of registration.</p> <p>c) Appointment reminder systems to be considered by the surgery.</p>
<p>Are you aware of our practice website?</p>	<p>Only 56% of patients are aware we have a website. Notices have been put up in the waiting area after last year's survey and the information is also available on repeat prescription slips.</p>	<ul style="list-style-type: none"> • As per above action a)
<p>Do you know what services we offer via the website? E.g. booking appointments, ordering repeat prescriptions and changing personal details</p>	<p>We saw a 10% decrease in awareness to this from last year's survey. We currently have 876 patients signed up to our website and using the online services, this is only 22% of our total number of patients. Notices have been put up in the waiting area after last year's survey and the information is also available on repeat prescription slips</p>	<ul style="list-style-type: none"> • As per above action a)

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<p>In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by:</p> <ul style="list-style-type: none"> a) GPs b) Pharmacists c) Dentists 	<p>Bolton Clinical Commissioning Group ran a campaign last year to ask patients if they were in the right place when it came to health issues. This was aimed at the public to understand what services are available to them. More information can be found on the following link: http://www.boltonhealthchoices.com/</p> <p>The campaign provided the following information:</p> <ul style="list-style-type: none"> a) GP Surgeries - GPs are highly trained and skilled medics who can deal with your complex, ongoing and urgent conditions. They will offer same day access for ill children. GP surgeries are the only places that hold all your health records, meaning their doctors can make an informed decision straight away, based on your individual history. People sometimes say that it is hard to get an appointment with a doctor at short notice; but Bolton doctors always prioritise urgent conditions. b) Pharmacists - For minor infections, bites and stings, diarrhoea or a host of other minor ailments, pharmacists can provide expert advice and treatment. Most people know that a pharmacy deals with prescriptions, and offers a range of medicines and first aid equipment, but you might not realise that all of Bolton's pharmacies offer private consultation rooms, and you can be seen there without an appointment. Pharmacists are able to offer fully confidential advice with the confidence of years of professional training; either offering help there and then, or telling you the best place to go for further care. Many of Bolton's pharmacies are open late and at weekends, and they are often the most suitable place for help, advice and treatment of minor issues. c) Dentists - Dental surgeries offer more than regular check-ups or fillings. Urgent conditions such as toothache, losing a tooth or severe swelling will be seen as a priority. If you think you are in need of urgent treatment, contact your dental practice and ask to be seen as an emergency. If you do not have a regular dentist, call 01204 462882 from 8.30am to 5.15pm, or 01204 463222 	<ul style="list-style-type: none"> • To promote the Bolton Health Choices website on our website and notices in the waiting area.
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	<p>from 5.15pm to 8.30pm for an out-of-hours service. Dentists have years of specific training to give you the best care for urgent problems with your teeth, mouth or gums. If you and your family would like to see an NHS dentist for regular routine treatment, visit the NHS Choices website.</p>	
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