

# Hicks Group Practice Patient Group Action Plan for 2013/14

## 1 Introduction

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This plan has been agreed between the Charles Hicks and Roman Gate Patient Group, and the Hicks Group Practice. The plan is based on the results from the local patient survey, and the discussions which took place after that. The plan will be made available to patients and the wider public via the Practice websites and noticeboards in the surgeries.

Question	Result	Action agreed	Commentary
How difficult or how easy do you usually find it to get an appointment to see a GP on the same day?	20% patients found it v difficult or difficult, 58% found it neutral or easy and 12% found it very easy to see a GP on the same day. The demographic of patients that found it difficult to get an appointment are the group of patients that are less likely to attend often.	The practice provides on a daily basis a set amount of pre-booked, same day and duty doctor appointments each day depending on the number of doctors working. Mondays and Fridays are the most demanding days. The practice will look at changing the distribution of the appointments so that more same day appointments are available on the days that there is the greater demand.	The practice continually re-evaluates the appointment system and adjusts the amount of appointment types according to the outcome.
Are you always able to get an appointment for the same day when you need it?	Of the patients surveyed only 9% of patients were not able or seldom got a same day appointment, 75% sometimes or often got a same day appointment and 16% always got a same day appointment.	Patients should always be offered a telephone consultation if their appointment is urgent and the duty doctor then decides if a doctors appointment is necessary. It was noticeable that the patients who could always or often get a same day appointment were patients who were retirement age or above. These patients often attend wait at the entrance for the surgery to open. The Practice uploads same day appointments on the internet to be booked as well as the pre-booked appointments, and has promoted the online booking service on the Media screen at the Charles Hicks Centre, in the practice leaflet and on the repeat prescriptions.	All practice staff will seek opportunities to promote and enrol patients for online access.

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Are you aware that you can make appointments on-line?	39% of patients were aware and 61% of patients were not aware that they could book appointments on-line.	There is a higher awareness in patients aged 60 and over, probably as this group of patients attend the surgery more frequently and receive repeat prescriptions. It was also noticed that there was higher awareness at the Charles Hicks Centre where the multi media screen advertises the practice services. The patient group have requested that a similar screen is installed at the Roman Gate Surgery. This will be harder to achieve at Roman Gate Surgery as there are two waiting rooms, however, the practice will consider this request.	The practice will continue to promote the on-line service and is working with the PPG to review the current website with a view to updating in 2014/15.
How do you usually make same day appointments?	26% of patients attend the surgery, 73% phone and only 1% currently make a same day appointment online.	The patient demand is at its highest in the morning when the surgery opens, this is with incoming calls for appointments and patients arriving at the surgery to make an appointment. More booked appointments on-line should relieve some of the pressure on the phones and reduce the queues of patients wishing to make an appointment in the morning. The practice will advertise in the surgery the type of appointments available and how to register on-line.	The practice reviews the amount of on-line appointment activity monthly and is pleased to say that since the patient survey in October 2013 the number of patients registered for on-line services has increased. This has led to a steady increase in on-line appointment activity. The practice will continue to review the promotion and activity on a monthly basis and report to the PPG at the monthly meeting.
Have you registered for on-line appointment booking and repeat prescriptions?	There was a low uptake across all age ranges with the highest in the 50-69 age range.	The practice will continue to promote at every opportunity on-line services. Most of the patients signed up for on-line services use it only to request prescriptions. The practice will advertise the on-line appointments on repeat prescription slips as well as on the website and in the surgery.	The practice will review the number of patients registered and continue to promote this service.
Did you know that you can make	20% of patients surveyed were aware	The group of patients that attend the	The practice will continue to work with

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appointments to see your GP on-line for the same day or up to 14days in advance?	that they can make appointments on-line for the same day and 14 days in advance.	surgery regularly we more aware of this service. There are difficulties in making patients aware of the service. At the Charles Hicks Centre patients still said they did not know despite the patient call system having a big sign that advertises on-line appointments and prescription requests. The practice will work with the PPG to produce a joint newsletter for patients to include the on-line service.	the PPG to discuss with patients of the appointment system and ways of booking.
If there were more appointments only bookable on-line would you be more likely to use the on-line booking service?	Patients under the age of 70 are more likely to use the on-line booking system if there was an exclusive benefit.	The practice needs to be able to provide appointments to all our patients and many of our patients do not have access to the internet. The majority of appointments are available to be booked on-line either in advance or on the day. Duty doctor appointments cannot be booked on-line as we need to reserve appointments for urgent appointments where the duty doctor has decided that the patient needs to be seen that day.	It is very unlikely that the practice will be able to off exclusive on-line appointments only, however the practice regularly reviews the type and amount of appointments that are available to book on-line.
Which Smartphone do you have – if any?	The majority of patients 14-59 do have a smartphone, however the more elderly patients do not and many do not have a cellphone at all.	The practice needs to maintain a proportion of appointments are available to be booked by patients who do not have access to a mobile phone. Patients who use the on-line services should free the phones up for the patients who cannot.	The practice will continue as before to promote on-line services.

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