

2017-18 Patient Participation Group Action Points

YOU SAID	WE PROPOSED	WE DID
You find the Radio in the waiting room Distressing	Last year our PPG complained about the lack of piped music in our waiting rooms to help provide some extra privacy and confidentiality. In response to this we installed 2 radios.	We currently have a radio in waiting room 1 however waiting room 2 is quieter as there are no consultation rooms around the room. If the radio offends any patients they are free to use waiting room 2, just inform the receptionist you will be sitting there. That way we can keep privacy a priority in waiting room 1 and keep patients happy in the quieter waiting room 2.
Reception is small with no area for a private chat	Privacy room	During our 2016 refurbishment of the building, we added a privacy room next to the downstairs waiting room. We have now advertised this better so that our patients are aware it exists.
Can there be improvements to Repeat Prescription Accuracy?	Removing voicemail, increasing patient online services	The majority of prescription errors come from orders made over the telephone/to the answering machine. We have now removed this form of ordering and are encouraging as many patients as possible to sign up for our Patient Online services. Being able to order repeat prescriptions online makes it easier for patients as it can be accessed 24/7 and mistakes are greatly reduced as patients pick from a list of their current medications.
There is poor access for Prams and Wheelchairs	We have disabled access to the rear of the building. This is advertised but perhaps not clearly enough?	Unfortunately we cannot fit a ramp to the front steps because the gradient of the ramp required would be such that it would contravene law regarding building regulations and DDA. We have examined the possibility of fitting a lift to the front of the building, however this would be very difficult due to the steps up into the building and due to the fact that our premises are of listed building status, as well as the cost involved, when we already have access to the rear of the building. Internally again a lift is impossible due to the fact it would require the removal of two consulting rooms to allow a lift to be fitted, meaning we would have to reduce our clinical offering. The rooms are on a split level so again this makes lift access even more difficult. We keep a room available always for patients to be seen downstairs if they so need.
Sometimes staff are overprotective of doctors	Unfortunately our GP's are busy – much busier than ever before. Our receptionists are very aware of that fact and they do try to help them to manage their workload in the best possible way. We want our patients to be seen by the right person at the right time. That is why our GP's ask our receptionists to get as much information as possible to help them to prioritise their workload.	We are training our reception team in Care Navigation to help our patients get the support they need from the right person at the right time. A typical Doctor will see around 40 patients in their surgery each day, they will speak to 10-15 patients on the phone, will deal with up to 40 repeat prescriptions, read 30 test results and around 30 letters from the hospitals in one day. This means dealing with around 150 patients each day. Care Navigation will not in any way stop someone seeing their GP, it is meant to offer the patient 'choice not triage' to access the most appropriate service first which may not always be the GP.
Can we open weekends?	There is likely to be a Cumbria Wide Survey on opening hours in the near future and we will consider this too.	For now we have the out of hours service NHS 111 which runs alongside our opening hours and when we are closed.

Can there be afternoon hours available at Blackwell Road	There is no real demand for this as yet but of course we will consider this.	Keep in our forward view for future development - 5 year plan.
Could Nurse Appointments be made available online?	All of our Practice Nurses/Health Care Assistants have a varied skills set and many procedures take different amounts of time making the online booking of nurses appointments rather complex. However we could set up to the best of our ability through the software we have, and trial for a period of time to see how successful it is with a view to carrying on?	We will look at this at the beginning of year 18/19