Wellspring Medical Practice PPG

Practice Action Plan, 2013-14 updated and 2014-15

- Look at the website and see what we can do the refresh it and make it look interesting (again) to those who use it regularly

Action: Website was refreshed with a different format and is regularly updated; the practice was complimented on the website by the CQC

- Investigate the possibility of a Newsletter Stand to put near the check- in screen

Action stand purchased and in regular use

- Who's Who – a photo board would be helpful so patients can identify the person they want to speak to or have an appointment with

Action: this was considered by the team and the task was allocated to a young apprentice; unfortunately the apprentice left before completing the task

- The space near the check-in screen is a good focal point – we should make that a regular communication point and update what we put there regularly so that people take note of it.

Action: we have sited the newsletter stand here; we also tried positioning the Friends&Family collection box here; we have also put posters up about the prescription ordering and collecting options (see below)

- We should use the PPG message board to do a feature on prescriptions, and include electronic prescriptions (see below)
- Reception staff could spot patients who might benefit from using a particular prescription ordering system and speak to them about it – perhaps having a focus for one month, which would pick up a lot of people

Action: it was clear that many patients were unaware of the options so we did a bit presentation on the "blue board" and then put posters by the check-in screen. Staff have been actively promoting electronic prescribing to those for whom it is suitable

- We should do a focus on the waiting room TV screen

Action: Liz has emailed the LifeChannel company but no answer has been received.

- Liz to consult with the nursing team to see if anyone would be willing to do an early or late clinic

Action: nursing staff have been asked about this; one nurse was willing to consider it but is not currently available on Thursday night (which is our late evening). For safety we need the clinical staff to do the same late night to avoid lone working

- Liz to make the clinicians aware of the frustration of late running clinics and highlight the need for reception staff to update patients on late running clinics when they can

Action: this has been discussed at partnership meetings. A subsequent friends& family test feedback sheet raised this issue again. Liz has contacted the company who supply our medical software and check-in screen to see what the options are for a screen which displays waiting times (possibly in conjunction with a call-board). As yet such a joined-up system is not available.

- GPs and Nurses need reception staff to ask appropriate questions in order for appointments to be made with the right person at the right time for the right duration; we need to publicise the fact that this is their role.

Action: we know this can be resented by patients but a poster by each consulting room door emphasises why this is a practical help and reduces late running

- Discuss options of a message pad on desk for sensitive enquiries / appointment types

Action: the PPG agreed on wording for an information notice which is now in use at front desk

- It is frustrating for patients when the feel told off for requesting medicines early; the perception is that rules are unclear and are not consistently used.

Action: Liz asked practice pharmacist to write a protocol for the staff which is now in operation

- Patients need to be informed about wider issues – the work of the Patient Forum, the PPG and the roles of different members of staff and how they can support the patients

Action: regular newsletters every 2-3 months highlighting all of these things

- Review of waiting and records area to protect privacy, enable secure disabled access around the SurgeryPOD

Action: PPG looked at the area March 2015 and recommend a professional reivew but with patient input. Ongoing