

BUGBROOKE MEDICAL PRACTICE

ACTION PLAN FROM PATIENT SURVEY MARCH 2012

As a result of the opinions expressed in the patient survey, which was available for patients to complete between January & March 2012, the Doctors have developed the following action plan.

The hope is that by making these changes to our working practices, the difficulties experienced and voiced by our patients will be resolved.

1. Patients said:

"why do you do telephone surgery...."

"..... why do we have to give a reason for wanting an appointment to the receptionist"

Our responses are:

The Doctors have adopted the system of telephone surgeries in order to manage the number of patients asking to see a doctor on a daily basis. There are a number of patient concerns that can be dealt with by way of a telephone consultation. There are patients who need to be seen urgently and those who need to be seen but whose concern is not urgent. By initially speaking to all patients with a new concern the doctors can manage the way that appointments are used, and ensure that they usually have appointments to use for urgent concerns. A benefit of this system is a reduction in the number of patients forgetting appointments.

The Doctors ask the receptionists to ask for a brief reason from the patient in order to prioritise their workload when doing telephone surgery. This means that if you call with, for example a chest pain or having had an accident or a fall, the Doctor will see this and is then able to deal with this call promptly, rather than an urgent issue being in a list of calls without the reason being highlighted to him/her. If the problem is of a personal nature, the doctors are happy for the receptionists to put personal as a reason. You don't have to give a reason, it just helps us if you do.

2. Patients said:

".....I find it difficult to see the same doctor...."

".....I cannot see the doctor of my choice..."

Our responses are:

We acknowledge this problem, in an attempt to improve continuity of care the following measures will be put in place:

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- The duty doctor will ask you if you want to see a particular doctor, if the answer to this question is:
 - YES, he/she will give you an appointment as soon as possible with this doctor. This may mean that you have to wait a bit longer for an appointment as we have to take into account when that particular doctor is working.
 - NO, he/she will give you an appointment with a doctor as soon as possible, this is usually the same day if this is convenient to you.
- If the doctor asks you to come back to see him/her, the doctor will put this information and the time scale in your medical records. The receptionist will ask you if your problem is a new problem or a follow up problem. If you are ringing to book a follow up appointment, the receptionist will be able to book this with the doctor without you having to speak with him/her first.

3. Patients said:

" as I work it is difficult to accept calls from the doctor....."

"... it is not convenient to await the return call...."

Our responses are:

- When the receptionist takes your details, you can ask if the doctor can call you at a particular time to coincide with your plans/breaks at work. As you appreciate this is not always possible but we will make every effort to accommodate your request.
- The advantage of the telephone surgery is that you can choose a day/time that is convenient to you to speak to the duty doctor as we have telephone surgeries both in the morning (from 8am–12 noon) and the afternoon (2pm-6.30pm)

In order to help patients understand this we will communicate this to patients in the following ways:

- By way of an entry on the practice web site
- By way of a newsletter to patients
- To the patient directly if they query the need to give a reason
- In an information leaflet that is to be given to all new patients
- In a poster to be displayed in the waiting room