

# Hampton Health Response & Action Plan 2014-15

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From December 2014 we have been collecting patient feedback through the NHS Friends and Family Test, looking at whether you would recommend our service, what you like and what you think we could improve.

We have met as a practice to discuss what you have said. We have identified priority areas for improvement and we have come up with some ideas on changes we can make to achieve these improvements.

## **You told us that:**

1. You had problems being able to book appointments – there are never enough.
2. You told us it was difficult to get through to the surgery on the phones.
3. You told us we need more staff and that you never see the same person.

In response to this we have or are planning to make the following changes:

## **Appointments**

- When you ring the practice you may not need to see a GP, and an appointment with another clinician, advice from your local pharmacist, or self-care may be more appropriate. We are therefore adding more information to our website and Facebook page to enable you to make a choice about whether you need an appointment and let us make appointments available to patients with an illness or injury that won't go away.
- For those patients who currently have to make an appointment to check their Blood Pressure regularly or for those who are due for a review of their blood pressure we now have a self-check Blood Pressure Monitor on site. You can take your own reading in your own time, at your own convenience, which you may find more relaxing. Full instructions are available, but it really is as simple as placing your arm inside the machine and pressing a button. The reading will be printed by the machine and you just have to record your full name and date of birth on the reverse of the slip and hand it to reception to be added to your medical record. If your reading shows a BP below 95/50 or above 150/90 reception will arrange an appointment for you to be seen by a Practice Nurse or Health Care Assistant.
- We also appreciate that as we aren't open at weekends that if you are unwell on Friday you would probably prefer to make an appointment to be seen at the practice before the weekend. We have therefore provided more appointments in a regular Friday afternoon Minor Illness Clinic with our prescribing Practice Nurse, Sandra Dawson. Appointments open for booking first thing on Friday mornings.
- We also have more appointments available with our Advanced Nurse Practitioners. We are producing patient information about their role, what they can see and what they can deal with which will be available on our Website, Facebook page and in leaflet format, as we have found that patients are sometimes reluctant to take available appointments with Advanced Nurse Practitioners possibly as they are unaware of their skill set.
- We have a problem, like many other practices, with patients not turning up for booked appointments. During the past week 27 patients failed to attend their appointments resulting in 6 hours of consulting time being lost, which could have been offered to other patients. We would like to make a plea that you contact us to cancel your appointment if you can't make it. Even if you can't give us much notice we can often still use the appointment for another patient and it would be a big step towards use meeting patient demand for appointments.

Last year in response to your comments about appointments we investigated moving to a more triage based service for appointments to see if that could give us more capacity. After research, and gathering data it was clear that we would not be able to use this system in our current premises as we don't have enough space for it to work effectively.

We continue to investigate other options and available new technology which may be able to give us more capacity.

### **Phones**

- We do currently have a pick list on our phone system so if you need to speak to a particular department you can chose to be directed straight through to that department. We are looking at making the directory for this service clearer.
- During busy times if you are ringing for an appointment you may have to hold the line and at the moment you don't have any idea how many other people are queuing and therefore how long you may have to wait. We appreciate this must be frustrating and that it also doesn't give you the opportunity to decide whether you have time to wait or if you would prefer to ring back. We are therefore installing a queuing system to our phones which will update when all our receptionists are busy with details of where you are in the queue. We will also give you more information about other options you can choose rather than waiting.
- You can book appointments, order prescriptions, pass messages to the surgery and have access to a summary of your medical record by registering for Patient Online. If you would like to have access to this service please visit our website and click on the link to register or ask our receptionists for details the next time you visit the surgery.

### **Staffing**

We appreciate that over the past couple of years there has been a lot of change of staff at the practice particularly the clinical staff. We do hope however that we now have a more settled team, so you will see regular faces at the practice.

- We have recruited more clinical staff during the year including 2 GPs, Dr Moon and Dr Hameed and more recently an additional Advanced Nurse Practitioner, Rob Bristow, and this will enable us to offer more appointments.
- Although Dr Moon is currently on maternity leave she will re-join us later in the year, and to try to maintain continuity we are using regular locums, Dr Dhillan and Dr Khan to provide maternity cover.
- We understand from your comments that ideally you would like to see the same clinician when you make appointments, and we would encourage you to book an appointment with your usual clinician for ongoing issues unless you need to see somebody urgently. However as none of our current clinicians work every day we appreciate that you may have some difficulties with this. Please be assured that we do all work as a team and whoever you see will be aware of your previous consultations and medical history and your care will be continuous regardless of who you see.

We are still working on the development of a new purpose built surgery building for the practice and we hope we will be able to finally move forward with this in 2015.

We will of course let you know as soon as we have definite dates for the development to begin.

We are also grateful for any feedback or ideas on how we can improve our service for patients, so I would be grateful for any comments you have on this plan and any suggestions for anything else we could consider. Please send your comments to me at [Leona.charity@nhs.net](mailto:Leona.charity@nhs.net).

If you are visiting the practice we also have a patient feedback notice board in the waiting area which we will use throughout the year to answer any comments or questions we receive.