

Eastham Group Practice

Patient Survey Results

In summary the survey tells us that patients are happy with the clinical care they receive from the Practice but feel we can improve their access to those services

This slideshow seeks to remind patients of the changes we have made in the past 12 months and also inform them of our plans for the year ahead.

Why are we here....

Our Mission Statement

To develop and improve the delivery of Primary Health Care and to achieve excellence within an ever changing and demanding climate. To be efficient and effective and to value our Patients and Staff.

To ensure that our patients are cared for within a friendly environment by professional competent and motivated staff

**Here's some of the changes we have made in the past 12 months – in our continual efforts to improve the service we offer to our patients
These include the following ;**

- **Patient information**
- **More appointments**
- **Telephone consultations**
- **Medication reviews**
- **Self help leaflets**
- **Do Not Attends (DNAs)**
- **Patient Forum**

**Increased number of consultations offered
each week....**

**Due to our increased offering of telephone consultations
both GP and Nurse we now offer more consultations
every week**

Patient Information....

We published an updated patients leaflet to help make patients aware of the wide range of services offered by this Practice

Copies are available from Reception – Please ask for one

Medication Reviews

The practice now offers patients a weekly opportunity to have their annual medication review with a Pharmacist

Self Help Leaflets.....

A number of common conditions such as Colds and Coughs are not treatable by antibiotics and for the majority of patients such conditions can be self-treated following the guidance in the self help leaflets available from our Reception desk.

This has the added benefit that the appointment with a GP that this would otherwise have required can then remain available for another patient where it may possibly be more appropriate and add greater value.

Lateness Policy.....

We have sought to clarify our policy on this which is that any Patient that is more than **10 minutes late for their appointment may then only be seen at the discretion of the clinician with whom they have that appointment.**

This approach is aimed at increasing the efficiency with which we can continue to offer over 1000 appointments each week

Do Not Attends “DNAs”

Each week around 60 appointments are lost through patients not turning-up for their appointments – with those appointments then being lost for any patients to use.

We now write to every patient the first time they miss an appointment reminding them of the “cost” of this to their fellow patients

Patient Feedback.....

Our “Patients Forum” meets regularly and provide Feedback – If you want to share your thoughts with the “Forum” then please jot them down on a note and put them in our “**Patients Feedback**” box.

- **Coffee morning – Patient Support Groups**
- **Raise profile of feedback loop**

We Intend to Keep listening in 2007/8.....

- **Examine how to improve patient access** – “getting the right patients to see the right healthcare professional at the right time”
- **Develop our Practice website** – To improve patient access and provide self help advice
- **Upgrade phone system** – Remove this as a source of frustration for our patients
 - **Choose & Book** – Ensure our patients experience choice
 - **Nurse telephone Consultations** – Increase appointments options on offer
- **More self help activities** – Educate patients to help themselves where appropriate
- **Confidentiality booth in reception**
- **Ongoing review to strive to get the bookable /on the day balance right**

Do You have any comments.....

**Then please drop me a note via the in surgery
feedback box or click on the appropriate link on
our website**

Gerry Devine
Practice Manager