

Milton House Surgery Berkhamsted

Patient Survey 2013-14

Action Plan – **update** following actions taken during 2013/14

Action	How	Update March 2014
Be more selective in the patient communication method used depending on area and subject matter	Review the Patient Representatives Group feedback before sending/publishing patient communications to ensure appropriateness	Reviewed on an on-going basis and in particular ahead of the quarterly newsletter issues
Instigate an ongoing campaign to obtain more patient email addresses and to obtain their agreement to use these to send Newsletters and other information about the surgery and the NHS changes which lie ahead	<ul style="list-style-type: none"> • Website feature • In house surgery posters and slip to complete with required information including notices “Do we have your up to date contact information?” placed on both exit doors • Change to our new patient “additional information” form seeking email address and consent at the outset • Patient Services staff awareness increased to seek this information from patients at opportune moments 	<ul style="list-style-type: none"> • Not yet arranged for the website • Poster in Reception • Form changed to obtain this information • Discussed at Team meetings
Advertise Nurse Practitioner services more widely to encourage take up	<ul style="list-style-type: none"> • Create handout for doctors to give to patients who attend a doctor appointment for something a nurse practitioner can treat • Website feature • Waiting Room TV message and copies of above handouts in waiting room • Explore including online appointments being made available for NP’s however need to monitor closely in case patients booking these slots for other things 	<ul style="list-style-type: none"> • Handout created and given to GPs • “Can our Nurse Practitioner help?” section on website in “Breaking News” – but now needs its own page creating. Handouts issued but not maintained – to be addressed • On-going discussions at nurse meetings – no decision yet

Action	How	Update March 2014
Increase awareness and take up of the Text Reminder service	<ul style="list-style-type: none"> • Website feature • In house surgery posters and slip to complete with required information • Change to new patient “additional information” form seeking mobile number and consent at the outset • Patient Services staff awareness increased to seek this information from patients at opportune moments 	<ul style="list-style-type: none"> • Created • Created but not maintained – to be addressed • Form changed • Discussed at Team Meetings
Focus Group - explore the appetite amongst the current PRG and other patients for the creation of such a group	<ul style="list-style-type: none"> • Email to existing Group members • Website and surgery poster invitations to join such a Group if PRG interest exists • Creation of information material for patients interested in joining 	<ul style="list-style-type: none"> • Question included in our survey for 2014 with over 2/3rds of respondents not interested in being part of such a Group. Feedback from PRG members has been limited to a few “usual” members only indicating the appetite is not there
Ensure selective and focused campaigns	<ul style="list-style-type: none"> • Slim down the “current news” information on the website and also the many posters in the waiting room to enable focus on a smaller number of medical areas • Have short, pre defined periods where the website, newsletter and waiting room co-ordinate on one or two campaigns at a time to improve effectiveness. • Re-instate/update campaigns throughout the year as changes/new information arises 	<ul style="list-style-type: none"> • A lot of notices have been removed from notice boards in the waiting room and we now try to give subject areas a certain set time. • However, we have yet to get a routine going and will aspire to achieving this in the coming months
Promote Online Services i.e. appointment booking, prescription ordering & text reminders to achieve increased take up	<ul style="list-style-type: none"> • Website feature • In house surgery posters • Change to Practice Leaflet to emphasise this service • Patient Services staff awareness increased to seek this information from patients at opportune moments 	<ul style="list-style-type: none"> • All implemented during the last 12 months

Action	How	Update March 2014
Inform patients of any Surgery premises news	<ul style="list-style-type: none"> Communicate updates on any proposals through the quarterly Newsletter/website 	<ul style="list-style-type: none"> There is nothing as yet to communicate following the new procedures we now need to follow after the NHS England has taken over responsibility
Inform patients of the changes in the NHS which may affect them as a result of the new GP Commissioning	<p>As information becomes available after the 1st April communicate to patients as an “active campaign” using:</p> <ul style="list-style-type: none"> Email database Website Surgery posters/Waiting Room TV Newsletter 	<ul style="list-style-type: none"> Data extraction is the only significant item which has been communicated. A lot of existing services were rolled over for this year to give time to assess. There may be some changes from 2014/2015 which will need communicating and we will do so as planned
Promote correct use and increase awareness of Other NHS Services e.g. 111, A& E attendance etc.	<ul style="list-style-type: none"> Have a regular campaign to emphasise existing material to help patients understand alternative medical services available 	<ul style="list-style-type: none"> Posters around the surgery e.g. “Is A&E for me?” etc.