



The Patient Participation Group has considered patient feedback from a number of sources including:

- The GP Patient Survey July 2013 to September 2014
- The Comments and Suggestions Book
- The One Question Survey carried out in the Waiting Room in August 2014
- Friends and Family questionnaires completed in December 2014/January 2015

From these, the Group chose to investigate/try to improve:

RUNNING LATE FOR APPOINTMENTS – ACTIONS INCLUDED:

- Advertising standard appointment lengths and the ability to book double appointments by poster, message on the phone queuing system and on the Practice website
- Carrying out waiting time surveys to monitor the impact of advertising
- Feeding back survey findings to doctors and nurses
- Changing appointments at the Branch Site (for students of Sheffield Hallam University only) from 'drop in' to same day
- Reinforcing the Late Arrivals Policy

GETTING THROUGH ON THE TELEPHONE – ACTIONS INCLUDED:

- Installing a new telephone system which gives the position in the queue and options to get directly through to the correct department
- Employing an additional part time receptionist from January
- Promoting online services - patients able to book & cancel appointments, order repeat prescriptions and change address details on line
- Doubling the number of online bookable appointments for doctors
- Introducing a system for patients to cancel appointments by text

TEXTING OF TEST RESULTS – ACTIONS INCLUDED:

- Setting up an Action Group including a GP, manager and admin staff
 - Reviewing results that could be given by text
- N.B. The Group identified several problems with sending results by text which make it inappropriate to implement at this stage

MAGAZINES IN THE WAITING ROOM – ACTIONS INCLUDED:

- Infection control contacted for approval
- Appeal made for donation of appropriate magazines – ongoing

A FULL REPORT WILL BE PUBLISHED BY THE GROUP AT THE END OF MARCH