



**ST THOMAS PATIENT
PARTICIPATION GROUP MEETING**

Monday 17th March 2014

Agenda

- Welcome (Dr John Fox)
- Minutes of Last Meeting (Gill Heppell)
- Report back on findings of latest Patient Survey
- Where we are now with our Current Action Plan
- Volunteers to Represent St Thomas PRG at some of the sub locality PPG Meeting
- Constitution of the PPG

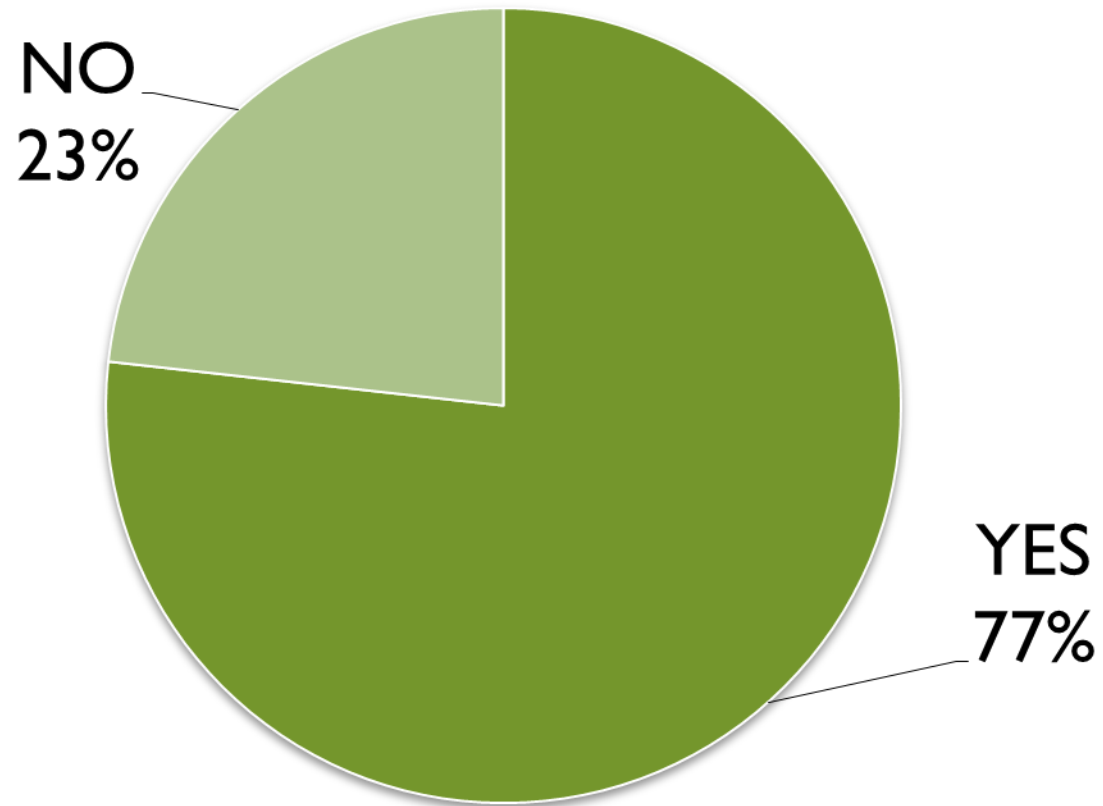
Latest Patient Survey

- Feedback from the Patient Survey

RESULTS FROM PATIENT SURVEY

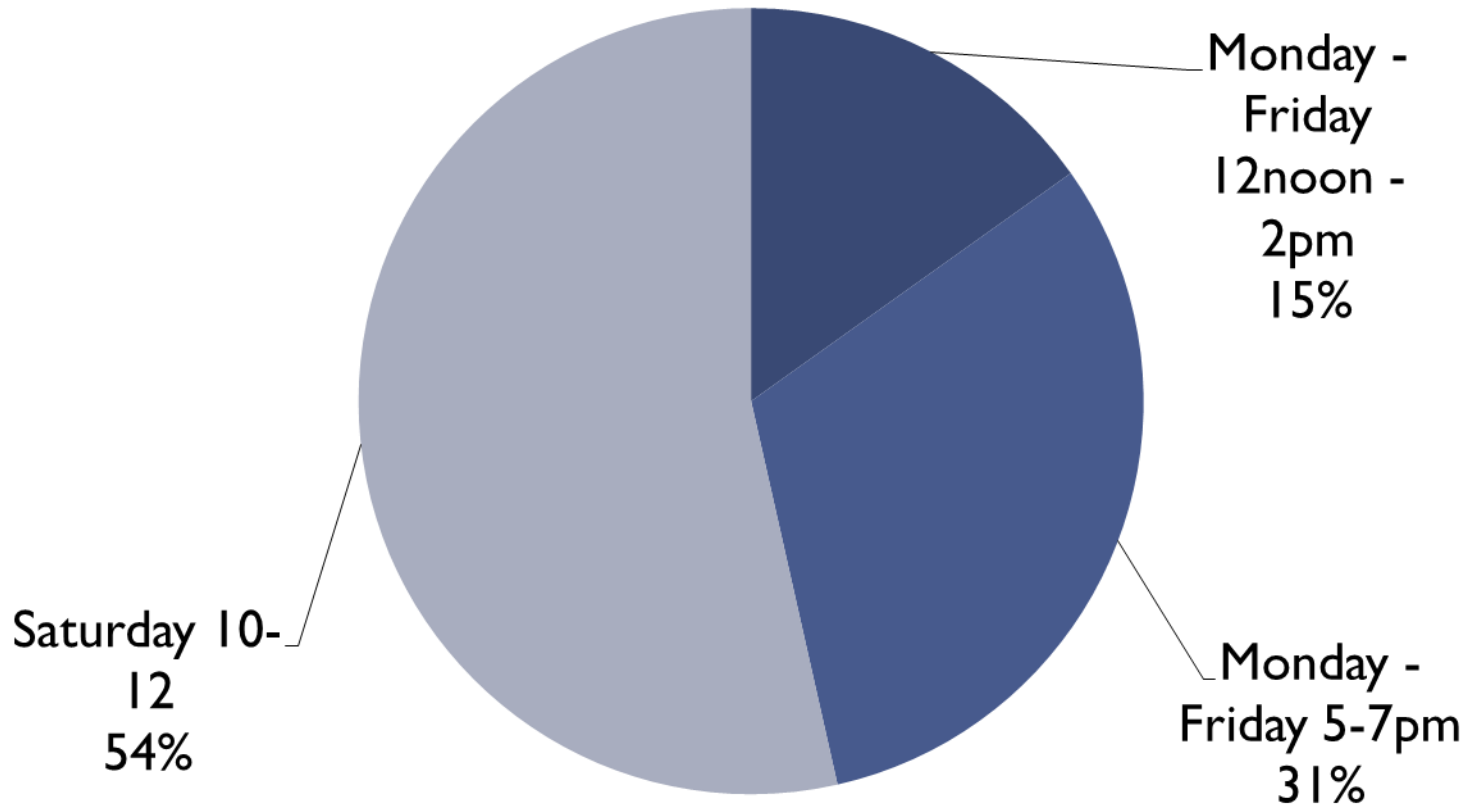
SURGERY TIMES

Do you find the times we offer suitable?



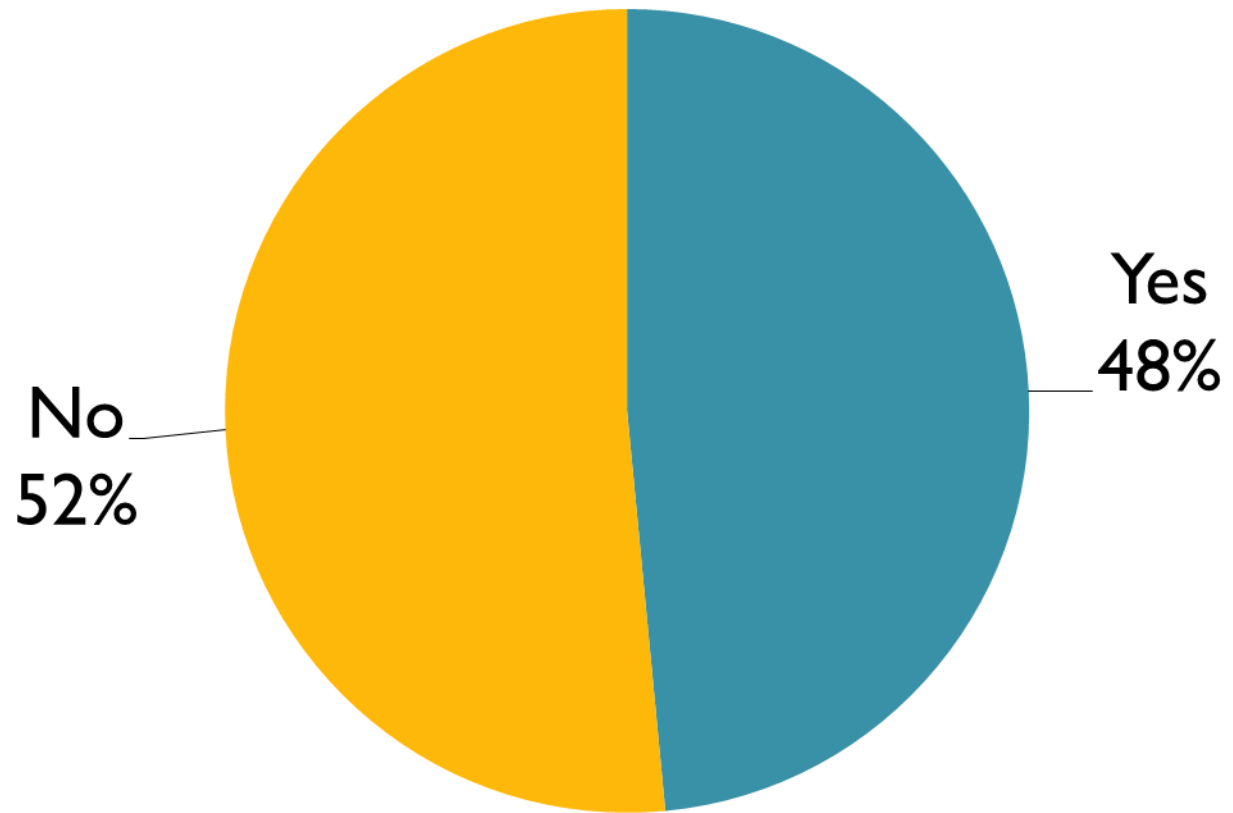
RESULTS FROM PATIENT SURVEY continued

SURGERY TIMES If "NO" which times would you prefer?



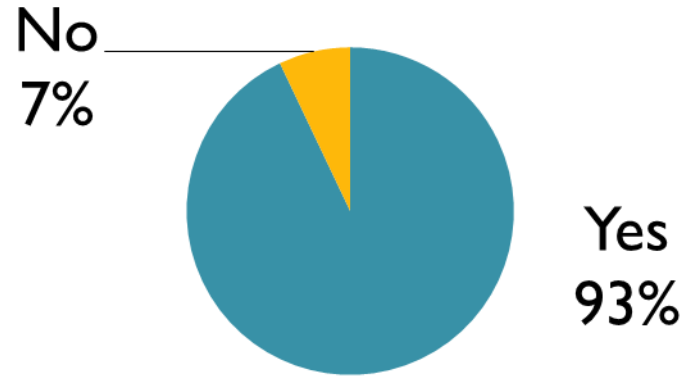
RESULTS FROM PATIENT SURVEY continued

SAME DAY ILLNESS CLINIC Have you used this Clinic before?

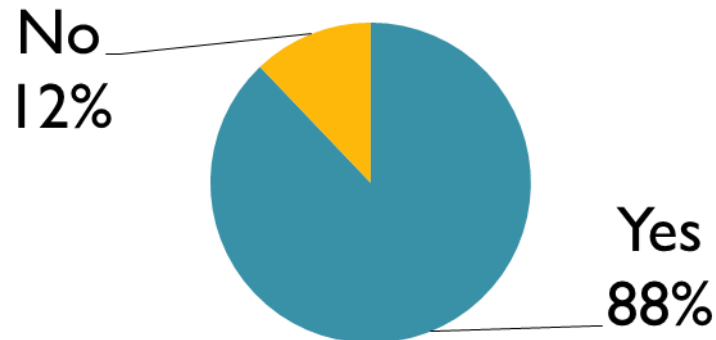


RESULTS FROM PATIENT SURVEY continued

If "YES" was the time convenient?

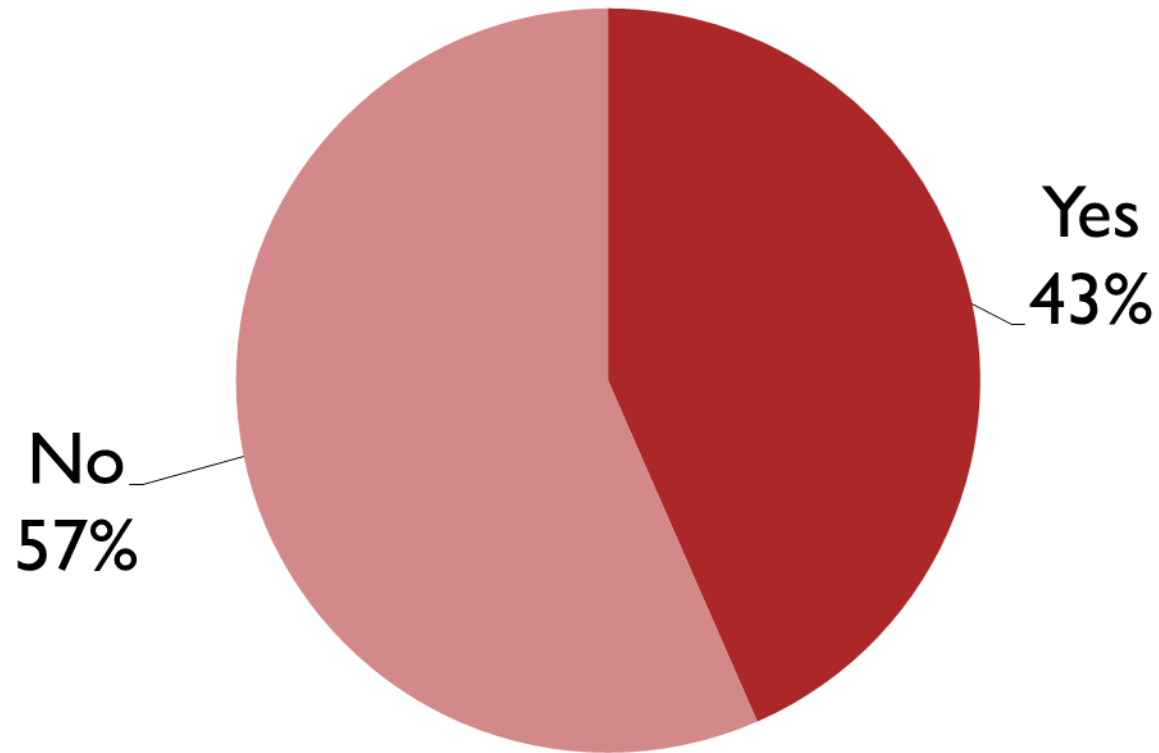


Was the wait to be seen acceptable?



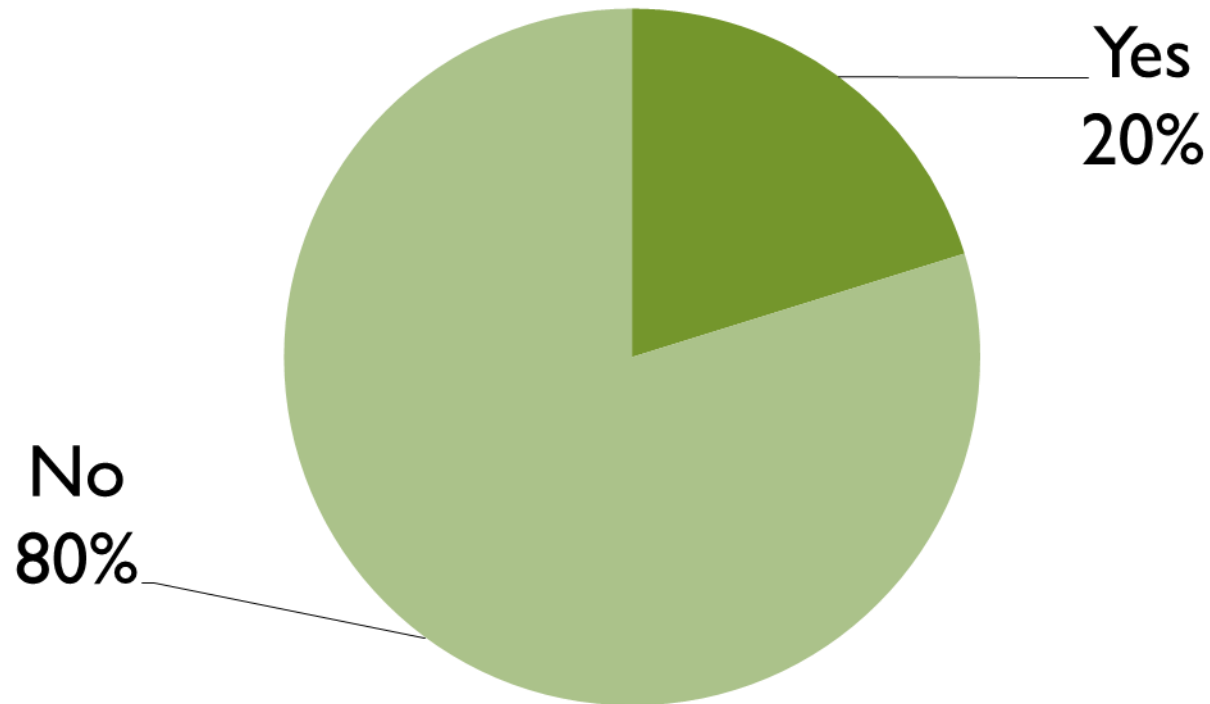
RESULTS FROM PATIENT SURVEY continued

Did you return to see your own GP?



RESULTS FROM PATIENT SURVEY continued

ACCESS TO BUILDING/SERVICES Have you experienced difficulty accessing our services?



Results of Patient Survey continued

ACCESS TO BUILDING/SERVICES

IF “YES” Some of the problems highlighted relating to
Access to Building/Services:

- Entrance to Surgery on Slope/metal “bumps” in doorway
- Car Park
- Same Day Appointments
- Small Lift
- Dietician
- Mobility in Surgery Area

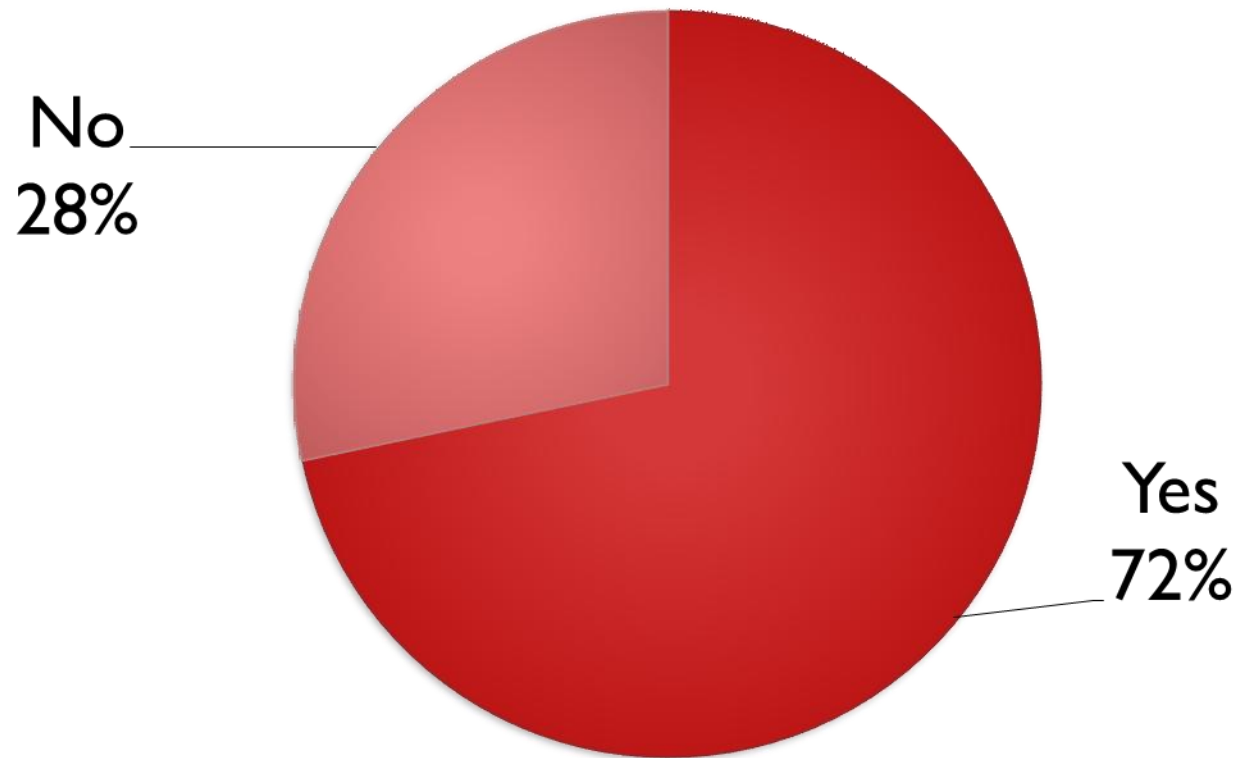
Results of Patient Survey continued

Some of the suggestions received on how to improve accessibility?

- Open at weekends/more late evenings
- Telephone queue system/more lines ✓
- Dedicated staff answering telephone 8.30–9.30 ✓
- Dedicated staff dealing with Reception ✓
- 24hr repeat prescriptions
- More disabled parking
- Self Check In

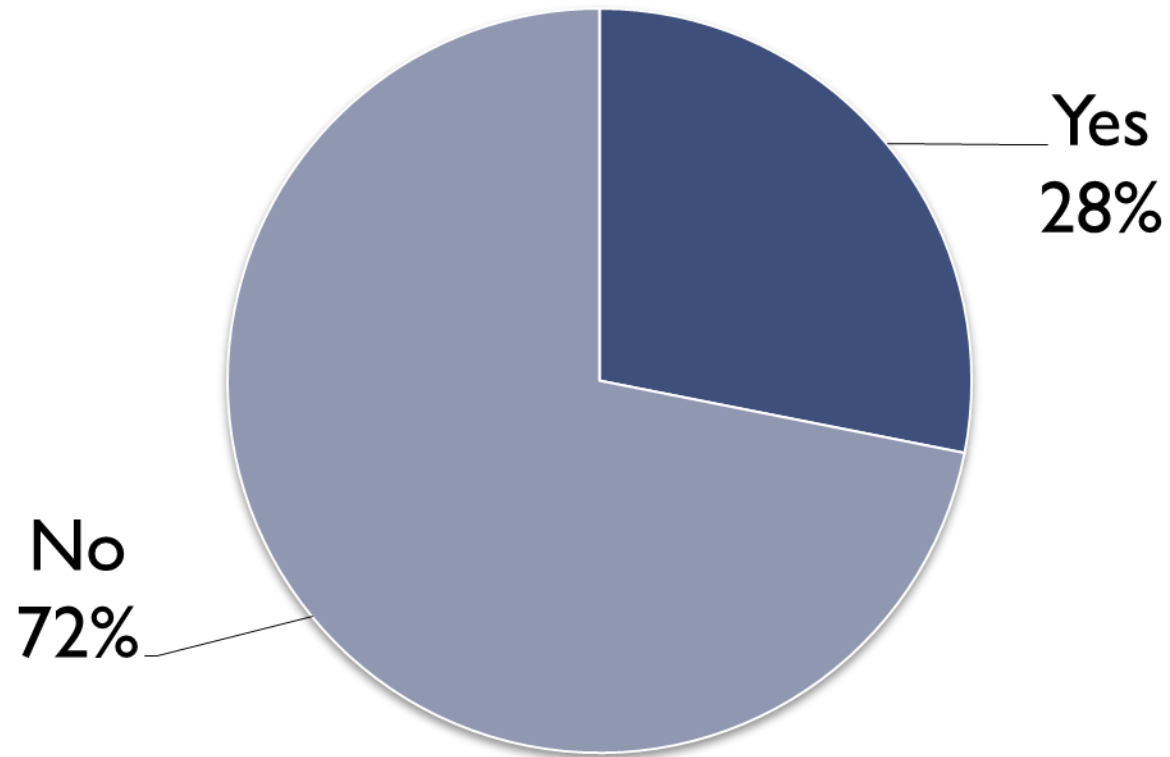
RESULTS FROM PATIENT SURVEY continued

Interested in Telephone Consultations?



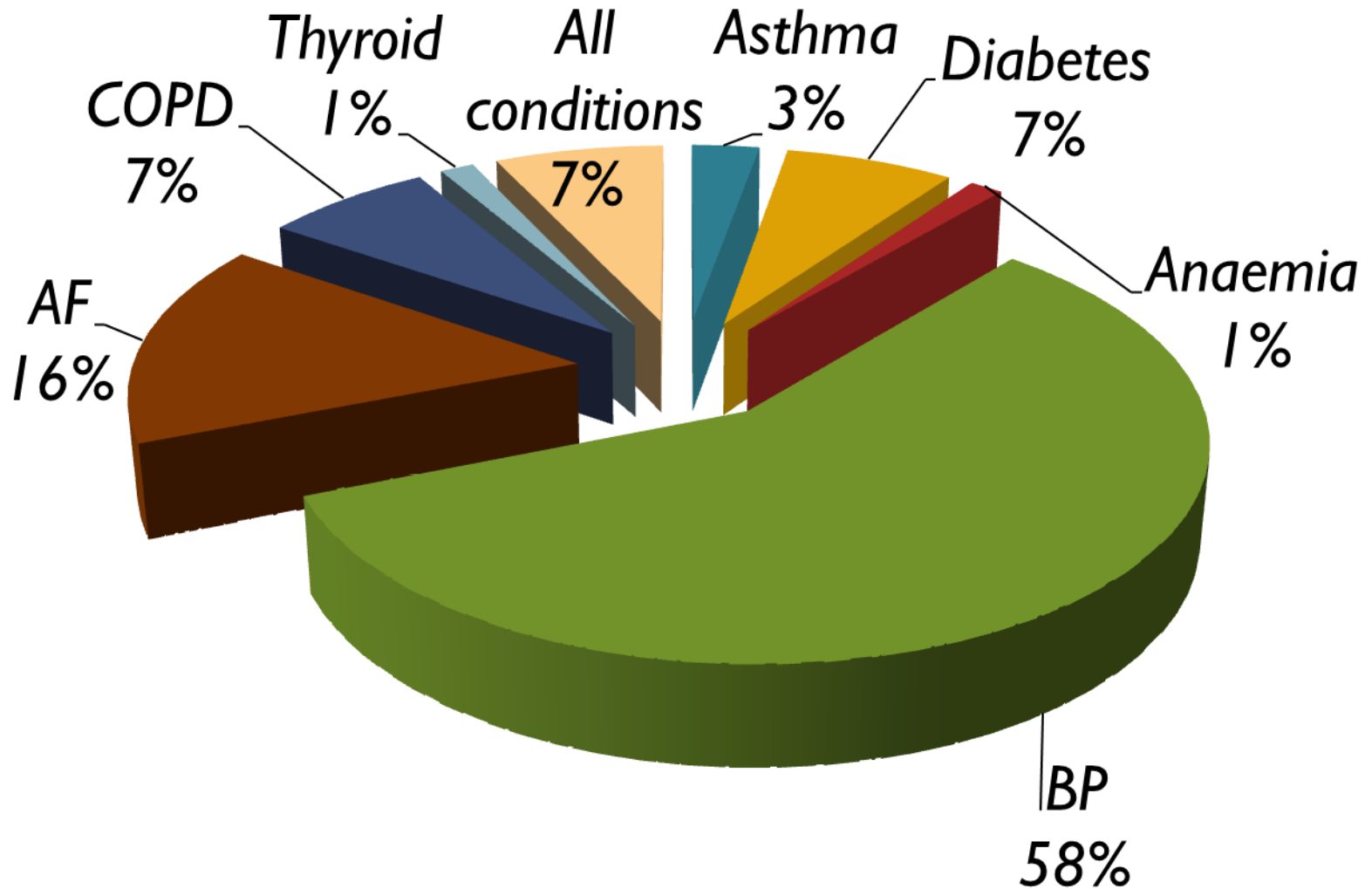
RESULTS FROM PATIENT SURVEY continued

Interested in Home Monitoring/Self Testing



RESULTS FROM PATIENT SURVEY continued

Home Testing



Current Action Plan

- Installation of new Telephone System ✓
- Text Cancellation Service ✓
- Telephone Consultation Appointments ✓
- Access for everyone – particularly those with disabilities
- Parking



Current Action Plan

Installation of new Telephone System
update and overview - Peter Scott

Telephone System

Current Dates

Install Student Health and go live on Thursday 27 March 2014 (still provisional)

Install Exwick and go live Thursday 3 April 2014

Install St Thomas and go live on Thursday 10 April 2014

Telephone System

The Main Numbers remain the same:

- St Thomas 01392 676676
- Exwick 01392 676600
- Student 01392 676606

All have their own Auto Attendant

Telephone System

PRESS 1	MEDICAL EMERGENCY			
PRESS 2	To CANCEL an Appointment			
PRESS 3	To BOOK an Appointment			
PRESS 4	To arrange a Visit or Telephone call from a GP Or hold for the next available operator	Press 1	Dr D Kernick	
		Press 2	Dr J Rutter	
		Press 3	Dr A Williams	
		Press 4	Dr R Northover/Dr K Crawford	
		Press 5	Dr M Watson	
		Press 6	Dr L Coleman	
		Press 7	Dr A Godwin	
		Press 8	Dr G Bradley-Smith	
PRESS 5	To speak to a Secretary	Please note for results/investigations do not ring before 10am	Press 1	Dr D Kernick
			Press 2	Dr J Rutter
			Press 3	Dr A Williams
			Press 4	Dr R Northover/Dr K Crawford
			Press 5	Dr M Watson
			Press 6	Dr L Coleman
			Press 7	Dr A Godwin
			Press 8	Dr G Bradley-Smith
PRESS 6	For the District Nurse			
PRESS 7	For the Friends of St Thomas			
For anything else, please hold to speak to the next available operator				

Telephone System

- Live monitoring of incoming call queues
- Dedicated Call Takers
- Option to extend number of Call Takers
- Quiet Front Reception (St Thomas)
- Dedicated Cancellation Option

Current Action Plan

- Text / online Cancellation Service ✓

816 text cancellations were received in 6 months
Giving and extra 24 appointments per week

88 appointment cancellations were received via
the website giving an extra 5 appointments per
week

Current Action Plan

Mrs Gill Heppell will now feed back on:


- Access for everyone – particularly those with disabilities
- Parking

Access Areas Highlighted from the Survey

- Entrance to Surgery on Slope/metal “bumps” in doorway
- Car Park
- Same Day Appointments
- Small Lift
- Dietician
- Mobility in Surgery Area

Access Areas Highlighted from the Survey

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- Telephone queue system/more lines ✓
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- Dedicated staff dealing with Reception ✓
- 24hr repeat prescriptions
- More disabled parking
- Self Check In

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- **Volunteers to Represent St Thomas PRG at some of the sub locality PPG Meetings**
 - **Constitution of the PRG**