

Ashfield Medical Centre

Update on recommendations made in the 2012 Patient Survey

Practice Survey

As previously advised, we have started to implement changes as outlined in our action plan following the recent patient survey.

Please find below the action taken to date. We will continue to update our progress as we make the changes. Hopefully you are already seeing results. This information is also available on our website and has been sent to our Patient Reference Group members.

If you wish to have a say on the services we provide and take part in future surveys, please sign up for our patient reference group. Forms are available in reception and on our website

www.ashfieldmc.co.uk

1. Health Awareness Evenings

The following events were requested via the survey:-

Keeping Healthy

Women's Health

Men's Health

We have now held men's health and women's health events. Unfortunately the response rate was very low. Invites were sent to in excess of 200 patients for each event, of the patients that attended the feedback was very positive. The surgery plans to arrange further health promotion evenings in the summer of 2013.

We also held an evening specifically for patients living with diabetes in August 2012 which was very well received and we plan to repeat this.

2. Appointments

We have increased our morning appointments. The Doctors now start their AM surgery at 08:30. We also introduced telephone triage last year for each GP and Nurse Practitioner.

3. Missed Appointments

The practice has started to use a text messaging system to remind patients of their appointments. We have been doing this now for almost 12 months and we have noticed that the DNA rate has reduced. This service is however reliant on patients keeping the surgery up to date with their mobile phone numbers.

4. Communicating with the Medical Centre

Rearrangement of staff working hours, so that early morning and peak times are better covered on the phones and face to face. This seems to be working better. There are more staff to answer phones at peak times and deal with patients face to face.

We have now made improvements to our website with increased ways of communicating with the practice.

5. Age and Ethnicity

The survey was completed by 38% males and 57% females. 70% were White British and there were low % of other mixed ethnicity. Most patients were between 35-64 years old. Even though we encouraged all patients to give us their views the results show the patients that responded to our request.

A hearing loop is now available in the surgery.

The practice website is also able to translate the information to many different languages.

6. Repeat Prescriptions

On our new user friendly website, patients can now request their prescriptions online. We also try to inform patients that they can use a pharmacy of their choice to request and collect their prescription for them.