

Tooting South Medical Centre

Improving Practice Questionnaire for 2013-14

Tooting South Medical Centre Patient Participation Report period ending March 2014.

Introduction

Tooting South Medical Centre has had an active patient participation involvement group since 2006.

The patient group meet every 4 months to discuss issues such as service development, commissioning services and patient feedback, and ways to improve patient experience within the practice. There are currently 11 members of the patient group and the practice actively encourages new patients to join the group. Patient group meetings are always attended by the managing partner, deputy practice manager, 2 GPs and at least 10 patient group members.

This report has been formed as part of the Patient Participation Involvement Directed Enhanced Service (DES).

Improving Practice Questionnaire

Our patient group has played a key role in developing the Improving Practice Questionnaire (IQP), which was then prepared by CFEP UK Survey specialist.

The questionnaire was presented to the patient group in a meeting held on the 25th July 2013 for discussion, suggestions and feedback. The group were generally happy with the questions included in the questionnaire, however did suggest for some changes to be made, which we did.

Survey results

The survey results were discussed in the Patient group meeting on the 30th January 2014.

The Managing Partner went through results of the questionnaire and all results, both negative and positive were discussed with the group in detail.

Action Plan from 2013-14

Following the outcome of the results from the Improving Practice Questionnaire the practice implemented an action plan to help address areas for improvement.

What did patients ask for	What have we done
To reduce blood test and health check waiting time.	We have appointed a new full time Health Care Assistant from April 2013.
To reduce patients demand.	We have added one extra session for a GP.
To reduce childrens waiting times	We have added 2 extra extended hours sessions which is a new initiative for children only sessions. This will run up to the end of March 2013.
To reduce patient demand for the same day appointment .	Our on call doctor sees only same day booked patient both AM and PM. The system operates 5 days a week. It has really reduced the same day appointment demand.
To reduce complaint of clinics running late	Educate reception staff to apologise more frequently and explain to the patient reasons behind running late.
To deal with the complaint not able to see the doctor of their choice.	Educate receptionist to explain the reason for not getting the doctor of their choice if they are not prepared to wait..
To reduce nursing demand on Saturday	We have added an extra session for a nurse on Saturday

Positive changes

- Appointing a full time health care assistant have greatly reduced the waiting time for blood testing and health check..
- There are now more doctors, health care assistant appointments available
- More same day appointments are now available and the patients are happy.
- Two extra children clinics are really appreciated by the parents.
- Patients are very happy as they can have their travel job on a Saturday.

Conclusion

The practice has received a very good response rate from the survey with 87% of the patient surveyed rated the practice as excellent, very good or good. The practice will continue to seek ways to improve patient care at the practice and also continue to encourage patient participation and involvement.