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DR JUDY CHEN MRS GILL SULTAN DR ALBERTO FEBLES

Year 3 Patient Participation DES – 2013 -2014

Action Plan from PPG Meeting – Thursday 20 March 2014 and Saturday 29 March 2014

Area Identified	Lead Responsible for Implementation	Timescale for Implementation	Implementation completed	Comments
<p>Telephone Access: Endeavour to improve telephone access during busy period. 65% of those who completed the questionnaires stated that they had difficulties getting through to the Practice by telephone. The Practice has also received a high number of complaints from patients and other healthcare professionals This includes the following:</p> <ul style="list-style-type: none"> • Ensuring adequate number of staff to answer telephones during busy periods. • Ensure no admin or paperwork are processed during busy period • Navigator in Reception to signpost patients • To carry out spot test on automated system at least once a week. • To actively promote the use of internet booking 	<p>Patricia Idusogie – Assistant Practice Manager</p>	<p>June 2014</p>		
<p>Patient Communication: Improve current communication system, ensuring they are educative and also provide information. This includes the following:</p> <ul style="list-style-type: none"> • Put notices in reception informing patients about room numbers for services not connected to GPs 	<p>Patricia Idusogie – Assistant Practice Manager</p>	<p>July 2014</p>		

<p>and also location of blood test and family planning clinics</p> <ul style="list-style-type: none"> • Improved use of Facebook and the Practice website • To offer an improved customer focussed service such as proactively informing patients when clinicians run late • To improve on the quality of waiting room signs for example updating the signs with different colours to ensure they remain fresh and continue to catch patients' attention • To actively publicise other alternatives to telephones such as online facilities, texting and emailing so as to reduce telephone traffic • Explore possibility of EMIS Access password reset by email as opposed to having to come into the surgery to do this 				
<p>Appointments: Improve on the current layout of the Appointment system by offering earlier appointments. This includes the following:</p> <ul style="list-style-type: none"> • Offering first appointments at 8:30am instead of 9:00am • Put systems in place to better manage patients who book appointments and do not attend (DNAs) and inform patients of implications and consequences. 	Antonia Makinde – Practice Manager	July 2014		
<p>Confidentiality in the Waiting Room: Deal with issues around confidentiality in the waiting room. Waiting area reconfiguration.</p>	Antonia Makinde – practice Manager	September 2014		
<p>Patient and Participation Group: Improved support for PPG such as dedicated email address, Designated space on practice website and waiting room for PPG members, and facilitate further meetings to agree roles and responsibilities, and attendance at Practice meetings</p>	Antonia Makinde – Practice Manager	May 2014		

We are grateful to our Patient Group members for giving up their valuable time in supporting the Practice and their valuation contributions to the development of the Practice.