

Highcroft Surgery PPG

We said...You did - Practice Response Log Review January 2016

Subject	Issue raised	Response	Remark
Booking appointments	Queues (July 2013/May2015)	Usually a second receptionist when there is a queue of patients	Due to improve when new staff are appointed
	Nurses (Jan 2014)	Triage system will direct patients to see Nurses	
	Category of Appointment(Mar2014)	Triage designed to distinguish Urgent/less urgent/routine	
	Booking on line (Apr 2015/Jun2015)	Survey of current usage to be undertaken	Too few appointments/ too long to wait
	Triage Survey by PPG (Oct 2015)		Identified majority of patients satisfied except with telephone contact-too long to get through. System undermined by patients unable to make non-urgent appointments
	Telephone calls from patients with mental health or other issues(Dec 2015)	When patient name is given information is accessed	Patient name should be first thing established
	Difficulty in telephone contact early morning. (May/July 2013 et al.)	Initially Practice declined to consider automated system. Now looking for quotes. Problem being it may involve a complete new system	
	Cost of failure to keep appointments	Notice of 'Did not Attend' numbers posted on board	Need to add costs/ financial/time etc.
Hospital Practice Communication	Need for a faster system of communication (July 2013)	Delays at Hospital end-hopefully forthcoming hospital digitalisation of records may improve situation. Delays at Practice end to be reviewed	Is the Practice communicating with patients after receipt of Hospital report?
	Prescriptions after discharge from Hospital (Apr 2015)	Delay as above. Also Hospital may prescribe medicines not available to the Practice.	
Website	Accuracy re staff details (May 2013)	Website upgraded	
	Update of PPG section (Sept 2014)	Terms of Reference removed	Constitution of PPG not included
	Range of information to be added Jan 2015)	Information has or is being added. More information re. repeat prescriptions could be confusing	Intention to add test results and other information relating to an individual subject to use of appropriate terminology.

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Waiting Room	Display of Staff names and photos (May 2013)	Request declined due to staff fears regarding abuse etc.	
	Rude and Abusive Patient behaviour (July 2013) and further occasions	Notice displayed	
	Signage to toilets etc.(Jan 2014) in the new building		
	Waste bins in the new building	Under review	
	Suggestion boxes (Sundry dates 2013)	Only Friends and Family Response Box	
	Magazines in the new building waiting room	Magazines in the new waiting room	Perhaps the PPG/other patients could add new (appropriate) magazines
PPG Meetings	Attendance of a G.P. (Feb 2014)	On only 4 occasions	
	Improvement of PPG /Practice communication (Dec 2015)	Dr. McKeating attended the meeting of Wednesday 2 Dec. He met with the PPG Chair subsequently. He is to be kept informed of issues and meetings. JM to attend meetings.	
	Website issues	See 'Website' Section of the Log Review	
Buggies of Disabled Patients	July 2013	Space available in the new building	
Performance Indicators	October 2013	Not possible as such but checks and self- evaluation on going. Jan 2016 CGC Inspection anticipated shortly	
'Juggles' courses for Diabetic patients	Encouragement of patient participation (Set 2014)	Splendid Information Board provided and Nurses encourage take up.	
Review of Repeat Prescriptions	(June 2015)	The indication Prescription Review is for Doctors and Nurses for action.	
Phlebotomy Forms	Difficulties for disabled patients (Jan 2015)	Forms are now given out directly to patients or sent by post.	
The Practice Wheelchair	Wheelchair used without footrests. An unsafe and dangerous undertaking. (Sept 2015)	There are footrests. Practice to conduct an enquiry re use and suitability of the wheelchair	
Heating in Room 23	Dec 2015 Patient reports discomfort due to coldness in Room 23		
Accessible Information Standard	Jan 2016		

