

Parkside Medical Practice

Survey Action Plan March/April 2020

<p>Questions that require action</p>	<p style="text-align: center;">This Survey was discussed by the Practice, Clinical and PPG members on:</p> <p style="text-align: center;">Clinical Meeting- 24.02.2020 Practice Meeting- (each staff was provided with results and then provided feedback to us on the questionnaire) PPG meeting- Discussed over the phone (due to COVID Pandemic)</p> <p style="text-align: center;">The following action plan has been agreed upon.</p>	<p style="text-align: center;">Action/Deadline/Outcome</p>												
<p>Q10. How easy is it to get through to someone at your GP practice on the phone?</p> <table border="1" data-bbox="136 922 526 1145"> <tr> <td>Very easy</td> <td>73</td> </tr> <tr> <td>Fairly easy</td> <td>53</td> </tr> <tr> <td>Not very easy</td> <td>18</td> </tr> <tr> <td>Not at all easy</td> <td>3</td> </tr> <tr> <td>Don't know</td> <td>1</td> </tr> <tr> <td>Haven't tried</td> <td>2</td> </tr> </table>	Very easy	73	Fairly easy	53	Not very easy	18	Not at all easy	3	Don't know	1	Haven't tried	2	<p>After reviewing the results for this question within the meetings we have found that 24 patients found it difficult to get through to a staff member.</p> <p>However management carry out randomised tests to ensure staff members are picking up calls quickly and efficiently. Within the practice meeting it was found that sometimes patients do have to wait at different times during the day to get through to a staff member such as 8am in the morning when appointments are getting booked and lunchtime when we have staff crossover.</p> <p>The average waiting time is 5 minutes which patients rarely have to wait for unless it is a busy time and there is a lot of call traffic. However, admin staff continuously strive to pick up the calls on time and before 5 minutes.</p>	<p style="text-align: center;">No action required</p>
Very easy	73													
Fairly easy	53													
Not very easy	18													
Not at all easy	3													
Don't know	1													
Haven't tried	2													
<p>Q11. How easy is it to speak to a GP/ANP/Nurse on the phone at your GP practice?</p>	<p>Due to COVID 19 we are now able to offer all of our appointments with GPs as telephone appt slots, however before this appointments were booked as face to face rather than telephone appointments as this was the norm at that time. Currently we have been able to meet the needs of patients during this demanding</p>	<p style="text-align: center;">No action required</p>												

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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Very easy</td><td style="text-align: center;">50</td></tr> <tr><td>Fairly easy</td><td style="text-align: center;">67</td></tr> <tr><td>Not very easy</td><td style="text-align: center;">14</td></tr> <tr><td>Not at all easy</td><td style="text-align: center;">8</td></tr> <tr><td>Don't know</td><td style="text-align: center;">1</td></tr> <tr><td>Haven't tried</td><td style="text-align: center;">10</td></tr> </table>	Very easy	50	Fairly easy	67	Not very easy	14	Not at all easy	8	Don't know	1	Haven't tried	10	<p>time by offering on the day telephone appointment slots/video consultations and where necessary face to face appointments. We have found that as a practice we have adapted to this situation well.</p> <p>Normally if a patient requests a telephone appointment with a GP, this is sent to the GP as a task/message allowing the GP to return the call when they are finished with their clinic. However if the patient requires a same day telephone call, this can be arranged- maybe this needs to be promoted more within the practice.</p>									
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Fairly easy	67																					
Not very easy	14																					
Not at all easy	8																					
Don't know	1																					
Haven't tried	10																					
<p>Q14. Did you know that we offer extra appointments at another 3 different venues when we are closed?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Yes</td><td style="text-align: center;">83</td></tr> <tr><td>No</td><td style="text-align: center;">46</td></tr> <tr><td>Don't know</td><td style="text-align: center;">21</td></tr> </table> <p>Q16. Did you know that these clinics are open on evenings and weekends?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Yes</td><td style="text-align: center;">84</td></tr> <tr><td>No</td><td style="text-align: center;">48</td></tr> <tr><td>Don't know</td><td style="text-align: center;">18</td></tr> </table>	Yes	83	No	46	Don't know	21	Yes	84	No	48	Don't know	18	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Despite promoting the extended access service through multiple means such as text, newsletter, practice website leaflets and posters we still have not reached above 80 percent for this question. Therefore going forward we are going to push this services a lot more within the practice: this includes practice staff, clinicians and PPG members who can go out and promote this service to the community. We will bring this up within the PPG meetings and we discuss how we can promote this service.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="color: red; font-weight: bold;">Hajra to remind patients of extended access and the services it provides such as asthma clinics, smear clinics and GP appointments and benefits advice etc. This will be done through the following ways:</p> <ul style="list-style-type: none"> <li style="color: red; font-weight: bold;">• Text service <li style="color: red; font-weight: bold;">• Newsletter </div> <p>Please see above screenshot from last year's survey action plan. Extended access is something which as a practice we have promoted a lot.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr><td colspan="2">Year 2019 results</td></tr> <tr><td>Yes</td><td style="text-align: center;">73</td></tr> <tr><td>No</td><td style="text-align: center;">54</td></tr> <tr><td>Don't know</td><td style="text-align: center;">23</td></tr> </table> <p>Please see above results from last year. We have reviewed the results and can notice a slight increase on patients who are aware of the extended access service. This is a service which we use as a practice a lot, however to help promote it we may be able to add it onto the newsletter again to remind patients of the service.</p>	Year 2019 results		Yes	73	No	54	Don't know	23	<p>Jane to promote extended access service by adding this to the practice newsletter. Also to remind staff to use this service on staff newsletter.</p>
Yes	83																					
No	46																					
Don't know	21																					
Yes	84																					
No	48																					
Don't know	18																					
Year 2019 results																						
Yes	73																					
No	54																					
Don't know	23																					
<p>Q15. Did you know that at these venues there are clinics such as asthma, smear, blood tests and benefit advice clinics?</p>	<p>As above, this is an extended access service which as a team we may not be using as often as the other services offered to us on extended access- this can once again be added in the newsletters.</p>	<p>Jane to review website to check if extended access services are updated and to set up text messages for patients who are due</p>																				

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<table border="1"> <tr><td>Yes</td><td>68</td></tr> <tr><td>No</td><td>55</td></tr> <tr><td>Don't know</td><td>27</td></tr> </table>	Yes	68	No	55	Don't know	27	<p>Also, Jane can set up a text message for patients who are due for said reviews and can offer the extended access service to the patients as another choice rather than just coming to the practice.</p>	<p>for reviews such as smears/asthmas etc to offer them the extended access service.</p>				
Yes	68											
No	55											
Don't know	27											
<p>Q17. Are you aware where you can find information about the practice?</p> <table border="1"> <tr><td>Yes</td><td>88</td></tr> <tr><td>No</td><td>62</td></tr> </table>	Yes	88	No	62	<p>62 patients out 150 patients surveys were unaware of how to find information about the practice. As a practice we understand that not many patients visit our practice website as they either use the telephone to contact us or online services. In order to promote our website, which contains a lot of up to date information about the practice and our services, Jane can send a message out to all patients to remind them of our website. This can also be found in the practice newsletter.</p>	<p>Jane to send a link to all patients regarding practice services and information by text and to include in the newsletter.</p>						
Yes	88											
No	62											
<p>Q18. Did you know that a GP is made aware and given all telephone calls and messages after his/her morning surgery and it could be up until 5pm before you are contacted?</p> <table border="1"> <tr><td>Yes</td><td>86</td></tr> <tr><td>No</td><td>64</td></tr> </table>	Yes	86	No	64	<p>This is an area which we also did not receive a good response for last year. Please see below results for last year:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><th colspan="2">Year 2019 results</th></tr> <tr><td>Yes</td><td>63</td></tr> <tr><td>No</td><td>87</td></tr> </table> <p>Last year 63 patients said they were aware of the triage system we have in place, however this year we have received an increase in the positive outcome by 23 votes. This shows that staff are promoting this service, however to try and continue to make patients aware of our triage service, we can send an email to ensure staff promote the triage service and we can add this to our newsletter.</p> <p>It was mentioned that some patients may not be aware of this service as they have not had a need to use it.</p>	Year 2019 results		Yes	63	No	87	<p style="text-align: center;">No action required</p>
Yes	86											
No	64											
Year 2019 results												
Yes	63											
No	87											
<p>Q19. Are you aware that patients can use the E-consult facility on the practice website for certain medical</p>	<p>E-consult is a new service which we have implemented since 2019, however we are currently awaiting resources from the national team to help us promote it. This is accessible on the website. Once resources come through Jane and PW will discuss</p>	<p>Jane and PW to await resources and create an action plan on how to promote E-consult service.</p>										

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<p>advice?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Yes</td> <td style="width: 30%;">66</td> </tr> <tr> <td>No</td> <td>84</td> </tr> </table>	Yes	66	No	84	<p>how they can promote this within the practice and how staff can promote it.</p>							
Yes	66											
No	84											
<p>Q22. Are you aware that we hold weight management clinics?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Yes</td> <td style="width: 30%;">65</td> </tr> <tr> <td>No</td> <td>85</td> </tr> </table>	Yes	65	No	85	<p>This is a clinic held by Michael Nunn who is a trained member of healthcare who holds weight management clinics within the practice. Please see below results from last year which shows a massive increase in positive responses this year, however there is still a very high number of patients who are unaware of this service.</p> <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">Year 2019 results</th> </tr> </thead> <tbody> <tr> <td style="width: 70%;">Yes</td> <td style="width: 30%;">18</td> </tr> <tr> <td>No</td> <td>132</td> </tr> </tbody> </table> <p>Therefore, we do need to advertise this to ensure all patients are aware that this is a free service in which a clinical member of our team will be monitoring patients and their weight, lifestyle and diet. Michael will be providing support to these patients and he will be referring them to the appropriate services.</p>	Year 2019 results		Yes	18	No	132	<p>Jane to advertise weight management clinics:</p> <p>Text messaging Website Newsletter Posters in practice</p>
Yes	65											
No	85											
Year 2019 results												
Yes	18											
No	132											
<p>Q25. Did you know that the practice offers MMR vaccinations?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Yes</td> <td style="width: 30%;">96</td> </tr> <tr> <td>No</td> <td>54</td> </tr> </table>	Yes	96	No	54	<p>At Parkside medical practice we offer the MMR vaccine which is very effective at protecting people against measles, mumps, and rubella, and also preventing the complications caused by these diseases. Patients receive two doses of MMR vaccine as children/young adults. As a practice we run reports on a monthly basis to ensure we offer this service to all of our patients who fit this criteria.</p> <p>As a practice we can promote this service through various means such as posters, text messaging, newsletters and the practice website.</p>	<p>Jane to advertise MMR Vaccination clinics:</p> <p>Text messaging Website Newsletter Posters in practice</p>						
Yes	96											
No	54											

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<p>Q26. Did you know that St. Luke's Hospital offers screening for Breast Cancer should you miss an appointment at the practice?</p> <table border="1" style="width: 100%;"> <tr> <td>Yes</td> <td style="text-align: center;">64</td> </tr> <tr> <td>No</td> <td style="text-align: center;">86</td> </tr> </table>	Yes	64	No	86	<p>From this result we can see that this service does need promoting within the practice to our female population. The NHS offers screening to save lives from breast cancer. Screening does this by finding breast cancers at an early stage, when they're too small to see or feel.</p> <p style="text-align: center;">Within the practice we have staff who are responsible for promoting this service such as Jane – breast screening and bowel screening, Rosie (smears).</p> <p>We need to promote the St Lukes service a lot more and a way we can do this would be to text patients and include in Newsletter/website. We also have a notice board dedicated to cancer awareness and we can add this service on to it.</p>	<p style="color: red;">Jane to advertise St Lukes service for breast screening:</p> <p style="color: red; text-align: center;">Text messaging Website Newsletter</p> <p style="color: red;">Posters in practice on the cancer awareness board.</p>						
Yes	64											
No	86											
<p>Q28. Are you aware that the practice offers joint injections, for example, knee or should pain?</p> <table border="1" style="width: 100%;"> <tr> <td>Yes</td> <td style="text-align: center;">66</td> </tr> <tr> <td>No</td> <td style="text-align: center;">84</td> </tr> </table>	Yes	66	No	84	<p>This is a clinic held by Dr A Azam who is a trained member of healthcare who holds these clinics within the practice for patients who are due for joint injections. These injections are only held for our own patients within the practice.</p> <p>From the results we can see there is a high number of patients who are unaware of this service. This may be due to the fact that only patients who require this service are aware of it, however to increase awareness as a practice, we can add this to our newsletter and website as an action</p> <p style="text-align: center;">This is already added to the clinics and services poster we have in the front reception .</p>	<p style="color: red;">Jane to advertise Joint Injection services:</p> <p style="color: red; text-align: center;">Website Newsletter</p>						
Yes	66											
No	84											
<p>Q31. Did you know we now have a female assistant who can carry out ECGs?</p> <table border="1" style="width: 100%;"> <tr> <td>Yes</td> <td style="text-align: center;">80</td> </tr> <tr> <td>No</td> <td style="text-align: center;">70</td> </tr> </table>	Yes	80	No	70	<p style="text-align: center;">This result has increased from last year - please see below results:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;">Year 2019 results</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">49</td> </tr> <tr> <td style="text-align: center;">No</td> <td style="text-align: center;">101</td> </tr> </tbody> </table>	Year 2019 results		Yes	49	No	101	<p style="color: red;">Jane to carry out the following advertisement for this service:</p> <ul style="list-style-type: none"> • Text service • Practice newsletter • Clinics and services information to be updated • Website to be updated <p style="color: red;">Staff members to also promote</p>
Yes	80											
No	70											
Year 2019 results												
Yes	49											
No	101											

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	<p>This service requires a lot more advertising. Therefore a text will be sent and it will be mentioned in the practice newsletter, a notice to be placed on reception area (if not already done), staff members to promote this service and to update information on website regarding clinics and services.</p>	<p>this service.</p>
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