Annual Survey 2014/2015

You said…	We did…	The result is…
Car Parking Has always been an issue for the Practice with very limited car parking space being available. When the Practice was built in 2005 it was deemed that most of the students did not have cars but as the Practice has grown, i.e. students are remaining on the list post-graduation & changes in social climate, students do now frequently have cars & car parking can be at a premium – this does cause anxiety & stress for patients when struggling to park their car & attend their appointment on time. One member of the Group commented that whenever they are going somewhere they always check the website for car parking facilities – they felt that we could make it clearer on the website what facilities are available.	**Car Parking** The Practice has put a Car Parking Policy onto the website & we also have raised the profile in-house via plasma screens etc. for car parking issues – ensuring patients know that they need to log their car details onto the "log sheet" in order to ensure that they do not receive a car parking ticket. We have employed the services of a car parking company in order to ensure the car park is not abused by people not attending the health centre – we have experienced issues with the disabled spaces being occupied all day by people attending the University & often they genuinely believe that this car park is an extension of the University car parking facility.	**Car Parking** • We have received fewer complaints re car parking over the last six months & hopefully improved communication is having a beneficial impact on this situation. Improved communication • We ensured the Policy was put into place & published on the website • We also raised the profile re car parking in-house by better use of the plasma screens We are receiving fewer complaints regarding car parking issues & hopefully there is reduced stress & anxiety for patients who were previously struggling to park. Obviously there is no guarantee of car parking at any venue but we feel we are trying our best to protect the space we have for the use of genuine patients attending the Practice.
Our high number of "failure to attend – DNA rate" Has been a topic of conversation in our Patient Participation Group meetings & various ways of dealing with the problem have been suggested. We have tried many options but sending timely text messages was a view expressed by most as the best way forward – unfortunately we were made aware by a number of patients that the text messages which were going out as reminders via the Clinical System were not reliable – sometimes patients were getting up to 40 messages for one appointment whilst others did not receive a reminder at all - the Practice recognised that something needed to be	**Our high number of "failure to attend – DNA rate"** The practice has now installed a text messaging service called Mjog which links into the patient record clinical system & sends text messages to patients 24 hours prior to their appointment. This facility also allows patients to text back if they wish to cancel the appointment. The system automatically releases that appointment which is then immediately available for another patient to book either on line or by telephoning the surgery. We have been surprised at the number of cancellations via this new method. The appointments become available. This, together with the work undertaken by one of our Patient Participation Group members around DNA rates does confirm our belief that having a high number of pre-bookable appointments increases the number of DNAs. It was identified that patients booking appointments more than one week in advance were at higher risk of failing to attend but this new functionality does allow them to easily cancel their appointment if they no longer require it. The system can automatically update the patient's record – e.g. if we need to update a smoking status a text message can be sent under the Health Promotion banner which allows the patient to respond to say that they no longer smoke & this will automatically update the patient's record. It is also important that clinical data held for a patient is up to date & the system again helps with this compliance.	**Our high number of "failure to attend – DNA rate"** This system is still in its infancy but we are hopeful that this will help to reduce the number of "failures to attend" & thereby maximise appointments for patients who genuinely need to see a clinician. The system also enables us to keep patient records up to date & to maximise practice income in areas where we may have previously struggled – thereby helping to secure the many diverse in-house services which this atypical practice is currently able to deliver for the benefit of its population. Details of the new texting service have been placed on the website & also on the Plasma screens – patients can opt out of the service. We also carry a "Did Not Attend" policy on our website which is also displayed on our in-house plasma screens which does inform patients that clinical time is valuable & their appointment could be offered to somebody in need of that appointment if they gave us the courtesy of a cancellation. We advise that repeated failure to attend may result in them being asked to leave the Practice List. We discussed at the Patient Reference Group whether we should attribute any cost implications of time lost due to failures to attend & whilst some group members thought this might be beneficial other members were not convinced that it was the correct thing to do & we have, therefore, not gone down this avenue at the moment.
Online Access Following attendance of Richard Ince at the Patient Reference Group Meeting who shared with the group details of how **online access** can empower patients it was agreed that we would "push" this during our busy Fresher Registration period.	**Online access** Information is included within the New Patient Reg Pack which will allow new patients to sign up for on line access (i.e. book & cancel appointments/requesting repeat prescriptions & access to their summary care record which includes Problems/Medications & Allergies) – also including an option to opt out of the service should they so wish. The need to encourage improved access online was tackled via plasma screens & website notices. Information at the point of registration & signing up for this initial service (i.e. appointment booking & cancelling & requests for repeat medication together with access to their Summary Care Record – they can opt out of this service. 3,000 new patient registrations each year makes this a big task but the benefit of patients being able to book appointments on line reduces the number of tel. calls into the practice in the morning & also for them to have access to basic information about their medical care. We publicise that patients can have additional access to their medical record. If they so wish they are invited to contact the Practice. We provide them with the relevant information allowing them to make an informed choice & discuss their request with the Doctor. All of our registration paperwork for this service does carry a statement whereby the patient confirms that they do not believe that they will be coerced into divulging any personal information to a third party under duress.	**Online Access** We currently have **12 patients who have registered for full access** to their medical records. We currently have **68 patients who have registered for Summary Care Access**. We currently have **7450+ patients who have registered for access to on line services**, i.e. booking/cancelling appointments & requesting repeat medication. Unfortunately we have a number of the patients quoted above whose on line access has been deactivated due to them not enabling their password – we are currently investigating how we can make this system more robust, i.e. reduce the amount of workload for the Practice – we have discussed this with the clinical software supplier who are investigating this area for us. Once patients were added to the computer system as a new registration we contacted them & asked them to collect their password – unfortunately we have discovered that if they do not activate that password within one calendar month their on line access is deactivated – we are, therefore, now also trying to inform patients that they should go on line & activate their password immediately as we have found this to be an increased workload for the Practice.