



St George's Medical Centre
St George's Patient Participation Group



Action Points

All the following action points were agreed and discussed with the Patient participation group during meetings from year 1 to year 4.

YEAR 4

Date: - 13.03.2015

Action Point	Outcome	Date Completed
Add survey audit onto website and in the waiting area – to make all practice patients aware of online access availability	Varsha laminated the audit and put up in the waiting room notice board and onto the website. Under Patient Participation Group.	17.3.15
Friends and Family Survey add comments on the website and in the waiting area	Varsha laminated the comment sheets for the FFT and put up in the waiting room notice board. And onto practice website	17.03.2015 and is on-going
Add more online appointments for the late evenings	Varsha has amended the online appointments for late evenings. Added Availability for late appointments.	17.03.2015 and is on-going
As we received positive feedback through our patient survey we would encourage all patients to have Online access for appointments, repeat prescription and summary records.	Reception staff Continue to get consents from patients for online appointment and online prescriptions. Have added to registration pack.	13.03.2015 and is on-going
Telephone Triage	Added onto practice website under Appointments. Reception staff giving patients options on telephone consultation appointments	17.3.15 and is on-going

Date: - 28.10.2014

Action Point	Outcome	Date Completed
Create survey question which will help identify how many patients are aware of on-line access PPG had agreed the following questions to be added onto the survey Access to online 1. Would you like online access to	Survey questionnaire created and completed and handed out to patients between 02.01.2015 to 28.2.2015	Survey questionnaire completed on the 18.12.2014. Handed out to patients from the 2.01.2015 to 28.02.15

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<p>Appointments, Prescription and summary information? Yes/No</p> <p>2. Do you have an email address – Yes /No. Do you give consent – would you like us to contact you via email? Please give us your email address -</p> <p>3. Text messaging – would you like us to text you appointment reminders.</p> <p>4. Are you aware of telephone consultation</p> <p>5. Are you happy with the surgery opening hours?</p>		
<p>Friends and Family Test Survey</p>	<p>Added Poster to waiting room notice board introducing FFT. Added FFT Box out at reception for patients to deliver their FFT</p> <p>Start to hand out to patients from the 2.1.2015 – Surveys will be handed out by Drs, Nurse and reception staff</p>	<p>02.01.2015 and is on-going</p>
<p>Switch Off Mobile phone posters</p>	<p>Varsha has created and laminated added to waiting area</p>	<p>03.03.2015</p>
<p>Online access - Add on website, add poster in waiting area, reception staff to encourage patients.</p>	<p>Varsha had send bulk email to patients with valid email address informing patients of on-line access and registration process.</p> <p>Posters added into waiting area and online</p>	<p>Updated on website and added poster in waiting room.</p> <p>On-going</p>

YEAR 3

Date: 14.02.2014

Action Point	Outcome	Date Completed
<p>Making patients aware of our practice website</p>	<p>Group suggested if the information can be added on the TV and LCD screen in waiting area and also receptionist staff to promote this information.</p>	<p>7th March 14 added to LCD screen. Reception continuously advice patients of practice website – on going awareness.</p>

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Online repeat prescription via website	Group suggested if receptionist staff could make patients aware of our online repeat prescription request. Add information on the right hand side of prescriptions; add information on TV and on the LCD messaging system.	Reception staff promote online prescription to all patients who request their prescription and advice given to all new registered pt and hand them practice leaflet with information - on going improvement and awareness
Telephone consultation	Reception staff to inform patients – when pt booking appointments. Add information on TV screen and LCD messaging system	07.3.14 added information on LCD screen – reception make patient aware when booking appointments. On-going awareness
Online appointment promotion for service	Help from new clinical system	On-going – awaiting new clinical system to set up.
Text message sent to patients when they book appointments and a reminder is sent a day before appointment to remind patients	Help from new clinical system	On-going – awaiting new clinical system to set up
Add data sharing information	Add poster in waiting area	Varsha to download information from website – to laminate and add in waiting area due by May 14
Training for reception staff on customer service	Varsha to organise with all staff	In house training and discussed in practice meeting on 11.2.14

Date: 24/09/2013

Action Point	Outcome	Date Completed
Conduct Patient Survey agreed by Patients Group	Will complete during October to December 2013	31.12.2013
Audit survey questionnaire	Varsha to audit on survey questionnaire to discuss in next meeting held on the 14.2.14	31.01.2014
Add alcohol gel at front reception entrance for patients.	Varsha ordered alcohol gel and Dr arranged to have wall mounted	31.01.2014
Toilet Roll Holders	Varsha ordered huge toilet roll holder and Dr arranged to have wall mounted.	31.01.2014
Hand drying machine in Patients toilet.	Drying machine still in progress	Still in progress – in the meantime we are using disposable hand towels
Fix couch in nurse room or get stool	Still in progress.	Still in progress

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YEAR 2

Date:- 14.03.2013

Action agreed	Outcome	Date Completed
DNA – did not attend With the introduction of pre-booking, there has been an increase of DNA	In order to tackle this we will provide visual aids such as posters to state the significance of not attending an appointment without giving 24 hrs notice of cancellation by actually stating the number of appointments missed by patients for Doctors and Nurses on weekly bases	31.03.2013
Contact details	<ul style="list-style-type: none"> ● Reception confirms by patient over the telephone or face to face to make sure our records are up to date. ● Pt can use our website to update their contact details which is safe and confidential. ● Use change of address card available at reception 	On regular bases
Test Results – this is patients responsibility to contact the surgery for their test results	<ul style="list-style-type: none"> ● Advertised in waiting area ● Added message on electric message system. ● Information on our website. ● Give out patient leaflets advising them to call us after one week to obtain their results 	20.03.2013
Website and Online prescription	<ul style="list-style-type: none"> ● Advertised in waiting area ● Added message on electric message system. ● Clip onto the right hand side of the repeat prescription ● Available on practice leaflet. 	20.03.2013 – this will be an on-going task.
Change of carpet in waiting area	<ul style="list-style-type: none"> ● Contact few carpet companies to come and give quotes ● Get approval by EPCT 	31.03.2013

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Date: - 11.10.2012

Action agreed	Outcome	Date Completed
Review new appointment system – Introduced from 1 st August 12	<ul style="list-style-type: none"> Advertised on website and in waiting area. Reception discussed with all patients that booked and appointment. This has minimised the complaints for appointments by about 80%. 	June 2012 – review in March 2013
Communicate via email and Text messaging	receptionist got consent from patients and all those who agreed were given a short form to update email address and mobile numbers	On-going and introduce to all new registered patients
New introduction on maternity booking	Added posters in waiting area. Introduced to all new pregnant patients by Doctor and Nurse.	31.10.2012
Conducting Health check	500 invitations letters was sent out to all patients within the criteria to book an appointment with the nurse to carry out the checks. By the end of February 2013 we screened about 200 patients	31.03.2013
<ul style="list-style-type: none"> Late attendance One problem per consultation 	<ul style="list-style-type: none"> Any patient more than 15 minutes late will have to book another appointment or will have to wait till the end of the surgery Added message on electric Message screen in waiting area - one problem per appointment, as each consultation with the Doctor is for 10 minutes maximum. Receptionist advice to Patients at the time of booking appointment if a double appointment if needed. 	<p>31.10.2012 on-going procedure</p> <p>31.10.2012</p>

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YEAR 1

Date: - 16.03.2012

Action agreed	Outcome	Date Completed
Dr and Nurse Telephone consultation triage	<ul style="list-style-type: none"> Advertised in waiting area. Added the message on the electronic messaging system Reception staff introduce to patients while booking appointments 	31.03.2013 This is done on regular bases
Overall Cleanliness of practice waiting area	All PPG have helped in organising the area of the magazine and leaflets. Cleaner organises and cleans waiting area every day after morning surgery.	This is an on-going action
Patients being overheard at reception	<ul style="list-style-type: none"> Introduced self check in so patients do not have to say their name out loud. If pt finds they need to say information that is private – then they are able to request to speak to staff or manager in a private room. 	January 2012 Ongoing introduction

Date: - 18.11.2011

Action agreed	Outcome	Date Completed
Improve on appointment system	<ul style="list-style-type: none"> Introducing Minor Ailment Scheme to patient. Creating 5minutes appointment slots which are pre-bookable in advance. These are given to patients who do not need more than 5minutes appointment with the Dr. At the time of booking the receptionist staff confirms this to the patient. 	<ul style="list-style-type: none"> On-going introducing to patients all the time. Trial until 31.03.2012 to see if used by patient on regular bases.
Patient Group to help with Different language literature and posters	Patient group members have helped in creating leaflets for our self-check in system for our Somali and Arabic patients also with the help of practice staff.	February 2012
Update the waiting area with more need information	Varsha has made changes in waiting area and removed all unnecessary leaflets and posters. All practice	January 2012 – updates are checked on regular bases by all staff

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	<p>information is kept on the blue notice board. The LCD is updated with several practice information and services. The TV in waiting area is updated on regular base with health information and surgery opening times.</p>	
<p>Patient education (All Patient participation group agreed to this point and think it will be a good opportunity for the different minority of patients)</p>	<ul style="list-style-type: none">● Practice has managed to get health leaflets in different languages with the help of the Ealing Primary Care Trust (EPCT)● Introducing healthy walks and bicycle riding which is provided for free to all patients in the Ealing borough by the EPCT.● Diabetes health concerns and guidance of healthy eating and regular exercise.	<ul style="list-style-type: none">● February 2012 and replaced with new updated leaflets on regular bases● On-going health promotion provided by the EPCT● Provided by our practice nurse – patients are to book and appointment