

COQUET MEDICAL GROUP



NEWSLETTER



Welcome to our spring newsletter... In order to continually improve our standards of care we want to ensure that our patients are involved in the decisions we make about the range and quality of services that we provide and commission. Thank you therefore, to all our patients who took part in our 2013 /14 Patient Survey, and a special thanks to our Patient Reference Group members (PRG). If you wish to join our PRG please pick up a leaflet from our reception or join via our website www.coquetmedicalgroup.co.uk

We randomly distributed 400 questionnaires to patients attending our reception during November and December 2013. 384 questionnaires were returned. Results of this survey were collated and the PRG were informed and given the opportunity to comment. An Action Plan was then agreed with the PRG. The results of the survey and our subsequent Action Plan are available for you to look at on our website or via our reception, however we have listed the main points for you below.

RESULTS AND ACTIONS FOR QUESTIONS 1 to 10 - Appointments

It has been agreed that we should employ an additional salaried G.P., a Health Care Assistant and we will reallocate nurse appointments to increase appointment availability. More information regarding this will be available in due course. All of our G.P.'s have outside commitments which means they are not available in the Practice full time. Boards advertising G.P.'s specialities and interests are to be placed in both waiting rooms and this information will be advertised on our website and in our newsletter. Nurse Specialities will also be advertised via posters.

Telephone appointments, to help with requests for fit notes etc., can be accessed via our receptionist. We also have a triage system for dealing with medical problems which are genuinely urgent. If you contact us the on-call doctor will ring you back and either manage your problems by phone, arrange a home visit or arrange an urgent appointment that day.

We currently offer some appointments between 8.00 - 8.30 am Monday to Friday and on a Saturday morning (pre-booked appointments only). 57% of patients still prefer this method of extended hours and the Practice feels these times remain the best use of practice resources. If you request login details from us, you can order your repeat prescriptions and book some appointments on line via our website and 74% of patients knew this.

We ring patients who have longer appointments in advance but are unable to do this for every appointment due to lack of resources. We have changed the wording in some of our recall letters to ask patients to confirm their appointment otherwise it will be cancelled. We currently send text reminders to mobile numbers recorded on our computer system and also automated message reminders to landlines with our patient's permission. Patients are requested to let us have their current contact details so we can continue to provide this service.

RESULTS AND ACTIONS FOR QUESTIONS 12, 14 & 16 – Communication

75% of patients knew that we have a website. We will continue to advertise this. 71% of patients didn't know that Doctors have to have regular patient feedback to retain their license to practice. We will advertise this in our newsletter. 47% of patients still prefer to provide feedback via questionnaires and 23% via our suggestion box. Patients are welcome to leave comments and suggestions via our suggestion boxes at any time. 52% of patients would prefer us to communicate via newsletters and 22% via our website. We are now sending copies of our newsletter to The Pelican and The Ambler for publication when we are able to meet their deadlines and also for inclusion on the Ambler website.



RESULTS AND ACTIONS FOR QUESTION 15 – Services we don't provide

Patients can request a double appointment for multiple or more complex problems. Patients can request a home visit if they are too ill to attend for an appointment. Triage, on-call and extended hours are already provided by the Practice. Weight loss advice is available from our Practice Nurse. Minor operations, contraceptive implants, coils, INR testing, DMard monitoring are also provided by the Practice. Retinal Eye Screening and some Podiatry services are also available from the Health Centre. Out of Hours, Xray and Pharmacy services are not within the scope of our NHS contract.

Patients are told the procedure for obtaining results by the clinician and this is reiterated by the Health Care Assistant. Usually patients are asked to ring back in 1 week when they will be either told that no further action is required, they need to repeat the test or they need to speak to their G.P.

Broomhill has a cold water machine and patients can request a disposable cup from reception if they wish to use it. Unfortunately Amble is unable to have one due to a lack of services in the waiting room but similarly they can request a drink of water from reception. TV's have been trialed in the past and it was found that they interfered with patients being able to hear the patient call systems.

RESULTS AND ACTIONS FOR QUESTION 17 – Patient experience

92% of patients rate their experience of our Practice as either good, very good or excellent. The answers will be expanded next time to include 'fair' for those patients who do not wish to choose 'good' or 'bad'

RESULTS AND ACTIONS FOR QUESTION 18 – What is good about our Practice.

Most comments were about our helpful, professional and friendly staff. Some patients commented on GP's listening and involving patients in care decisions. Some comments were about the nice clean buildings. Others commented on good nurse services, diabetic care and minor surgery. Some patients said we were good with fast appointments and had good waiting times. Patients also felt we had good communication, are well managed and organised. The patient survey results and comments will be shared with staff and doctors. Discussions will be held to enable us to keep to or improve our standards of care and to ascertain any training needs.

RESULTS AND ACTIONS FOR QUESTION 19 TO 20 - Is there anything we could improve and any other comments

The Practice is to provide an extra Salaried G.P. and Health Care Assistant to increase the number of appointments available. All patients are registered with the Practice and not with individual doctors. Patients can request an appointment with the doctor of their choice but we recommend that patients try to see a regular G.P, where possible. The standard appointment time is 10 minutes but patients are able to request a double appointment slot. The Practice is unable to pre-book appointments more than 4 weeks in advance.

All staff are trained in confidentiality and this will be refreshed along with customer service training. Receptionists are trained to ensure that patients are seen by the right clinician within the right time frame and to treat everyone fairly. However, they should try to be sensitive when asking for information. We have a complaints procedure available for any patients who are unhappy with the service they receive. Patients can request to speak to the receptionist in private

The moving signs are to be set to a longer display time. The prescription line will re-open on Monday mornings between 10.00 am and 12.00 noon. Additional signage will be added but we are unable to use the staff panic system to direct patients to rooms. Parking is outside of our remit as we do not own Health Centre land.

RESULTS AND ACTIONS TO QUESTION 21 – Are you a carer

31 patients stated they were carers and 19 patients left their details so we could add them to our Carers Register. We recently had a visit from Carers Northumberland and we will advertise their services in our Newsletter and on our website in due course.

