

**Lincoln House Surgery
Patient Participation Group
Action Plan**

| Item | Detailed Suggestion | Action taken | updated comments May 2013 | updated comments Sept 2013 |
|------------------------------|---|--|--|---|
| Continuity | Patients felt they would like more continuity in their choice of GP available | Now that Dr Gana is back after a period of sick leave, we do not need to rely on heavy use of locums. Currently Dr Gana is the only GP working | | no change |
| More than 1 doctor | Patients felt they would like a choice of doctor. Group members also felt strongly that it was a lot of work for Dr Gana to be looking after all the patients on her own. | The practice was looking into recruiting a salaried GP, which unfortunately fell through. LT to discuss the point further with Dr Gana. | The size of the practice does not at this stage warrant 2 full time GPs, however this will be monitored | Dr Gana not able to attend meeting but Advised the chair prior to the meeting see also May 2013 |
| Fencing | Residents have complained about anti social behaviour on the premises out of hours. | As the premises is unsecured and accessible out of hours, the practice has approached the PCT (who own the property) to ask if perimeter fencing could be fitted. | The group are happy with the fencing although concerned that it is not high enough. | No further complaints have been received |
| Weekend/Evening Appointments | Patient feedback on the survey indicated overall that weekend or evening appointments would be appreciated | At the moment, this is unrealistic since Dr Gana is covering the practice by herself. However, we will advertise the Out of Hours facility more in practice, in case there are any patients who are not aware of it. | | No change |
| Telephone Message | It was noted on the survey that patients felt their calls to practice were being ignored, and that the phones are just ringing out. | The current telephone system has been set up without any kind of "call waiting" facility, or engaged tone. The Practice Manager is currently looking into whether this can be altered. | | No change |
| Blood tests | Patient feedback on the survey indicated that some patients wanted to be able to access blood tests at the Practice. | We are currently looking into the possibility of offering blood tests at the Practice. | The Phlebotomy service continues to operate well with patients being happy to use the service rather than travel to the nearest clinic | No change - the practice continues to get a positive response to the service |
| Prescriptions | One patient suggested that we could look at giving more than 28 days prescriptions at a time as it is expensive to pay the prescription charges every month. | Unfortunately we have to adhere to the PCT policy of prescribing on a 28 day basis. However, we will display some information on the options available for pre-payment certificates in respect of prescription charges. This is a cheaper way of paying for prescription charges if you are on multiple medications. See the following website for details: http://www.nhs.uk/chq/Pages/2600.aspx | Patients can also request repeat prescriptions directly from their pharmacist | The practice is now accessible for on line booking appointments for the GP and repeat prescriptions |

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| "DNA" information | It was suggested that we could resume putting up information about how many appointments had been missed each month | We will now start to put up a monthly poster with this information on. It will be displayed on the board directly opposite the entrance doors. | It was agreed to run a report to look at 6mths DNA's | The Practice Manager has commenced running a monthly report displayed in the practice to see if it will help alleviate the number of DNA's and as discussed last month has run the 6 monthly report |
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updated comments Jan 2014

Consistent locums are used for regular sessions each week and if not available Dr Gana will work herself

Dr Gana attended this meeting remains the same at present

A couple of the group said they had been told that youths had been seen in the premises out of hours, although no complaints have been received by the practice

At present there is no change

There is no facility to change this at this time, however as telephone systems are changed this is something the practice will look to have

The practice continues to offer this service to its patients.

No change

This has continued and with the introduction of SMS messaging the practice will look in 6 mths time to see if there is a reduction in the number of DNA's