

PATIENT PARTICIPATION ACTIONS AND OUTCOMES 2011-2012

February 2012

Action points: from survey and PPG issues

- Reception privacy – options to improve this
- Check-in screen : receptionists keeping an eye in case this was not working or causing difficulty
- Increased communication of opening and extended hours and triage system
- Phone access – call directing, or queuing
- Changing to 0114 number again
- Review of potential difficulties for those with disabilities

ACTIONS BY PRACTICE

1. Reception privacy – sound engineers have been consulted.

Options were

- extensive ceiling sound-proofing, which might not actually facilitate the necessary communication at the reception desk
- changing the reception feature glass
- mouth and ear level intercom speaker and mouthpiece

The latter is being pursued, pending experience of this system in the refurbished Brighton Health Centre

2. Check-in screen function.....

3. Communicating opening and extended hours

- In next newsletter,
- With larger posters in waiting room and doors
- On new website
- In patient leaflets
- **Will be subject to change with moving back to 2-site working**

4. Phone access – a new phone system has been installed at Sothall at the end of January, and will be in the refurbished Beighton Health Centre. This will allow calls to be picked up at either surgery if one is more busy. Also, once running smoothly, call-queing and call direction will be set up. This should improve efficiency with the phone system in response to many suggestions.
5. 0114... number – although the 08451.. number had been set up at the PCT's suggestion, the single access call requirement can now be managed with the new phone system. Once running smoothly, changing the number again will be re-considered. It has not been done at the same time as the new system because of the potential for confusion and problems.
6. Services for patients with particular disabilities – notices and information about assistance available from reception will be publicised by poster, in patient leaflets and on the website, encouraging patients with particular problems to let the receptionist know when they contact us or attend. Also translation facilities can usually be arranged with prior notice