



# You Asked, We Did!



**Below is a range of suggestions and concerns we have received from our patients. These were raised at our Patient Participation Group (PPG) meetings over the year and with their input we have acted upon.**

You Asked	We did
<p>A passer-by had notified the manager in regards to the JX board is viewable to the public as they can see the patients' name and consultation room to attend.</p>	<p>We pulled the blinds down half way in the waiting area so the JX board is not visible from the outside.</p>
<p>Patient informed problems faced when attending for daily dressing change at vicarage lane.</p> <ol style="list-style-type: none"> <li>1. District Nurses does not have stocks at Vicarage Lane</li> <li>2. Having to wait 48 hours for script from surgery</li> <li>3. Pharmacy may have to order as not in stock</li> <li>4. Incorrect telephone number of VL dressing clinic on stitch removal letter.</li> </ol>	<p>We have addressed these with Ade the District Nurses lead we will/have:</p> <ol style="list-style-type: none"> <li>1. Update telephone number on stitch removal letter</li> <li>2. Ask District Nurses to fax dressing request</li> <li>3. Duty Dr to issue on the day to avoid delays</li> <li>4. Ask patient to contact PALS at NUH as Ade informs patient should be given 3 days' supply on discharge.</li> </ol>
<p>Patient unaware which waiting room to wait in</p>	<p>Boards have been installed for all waiting areas directing patients to the correct waiting area and to ensure that patient is waiting in correct area. Jayex board also indicates which floor clinician is on.</p>
<p>Patient felt uncomfortable and did not feel there was no confidentiality when speaking to the receptionist as patients' queuing can listen.</p>	<p>We have put a bollard asking patient to wait behind the point asked, allowing patient who are at the window to feel confident and comfortable to speak. Patients are also advised if they require more privacy, reception staff can arrange to meet in the triage room.</p>
<p>Patient was unaware the lift is not working, when on the 1<sup>st</sup> floor.</p>	<p>We have installed Tensa barrier for the lift which states lift out of order. This is installed for all three floors.</p>
<p>Patient had accidentally gone down the fire exit door on the second floor which closed behind him with no access to come back into the building.</p>	<p>Despite having a do not enter sign patients still accessed the fire exit so we have put signage on the fire exit door as well as Tensa barrier on the door at all times with an alarmed door to alert and prevent patients from entering.</p>

<p>Patient was unhappy with the telephone appointment system.</p>	<p>Patient was advised about the online appointments and we have now Dr Reception, and a duty Dr available to help with reception queries. The practice has also recruited more reception staff to take more calls.</p>
<p>Patients were concerned that telephone calls were sometimes being overheard from the call centre at the back.</p>	<p>We moved our Call Centre to the quieter area away from the main reception window. The ringers are kept low and calls answered quietly</p>
<p>Patients were distracted from the activity behind where the administrative tasks were carried out, for example, scanning</p>	<p>We are in the process of purchasing a screen to divide the reception area so that noise level and distraction is minimized and Receptionists at the window can give the patients time and attention</p>
<p>The Jayex board did not always alert the patient that it is their turn to go to a particular consultation room. Sometimes the name may be difficult to read or missed.</p>	<p>We have a new Jayex system whereby the name and room number the patient is required to go to for his/her appointment, is spoken out so that it is easier for patient to hear and understand.</p> <p>We also have a hearing loop for the hard of hearing.</p>
<p>It was mentioned at the PPG meetings that quarterly Newsletters for the Practice needed to be brought back as it contained updated information about the Practice and general health</p>	<p>We have started to have regular quarterly Newsletters, next one in print for Spring 2017</p>
<p>It was discussed at the PPG meetings that Did Not attend (DNAs) are quite an issue and it would be a good idea to bring back monthly posters stating how many DNAs there were at the end of each month and then for the whole year from April – March</p>	<p>This is in process</p>

**Our Patient Participation Group (PPG) has been well established since 2011. They are an integral part of our Practice and have contributed immensely over the years towards the continual improvement and maintenance of our services and patient care.**

**The above also, was reflected at our Care Quality Commission (CQC) inspection in May 2016 which helped us receive the 'Outstanding' accolade from the CQC.**

**We are always looking for new members and hope that the above points will attract you to join our PPG Family to help make a difference to your surgery.**

