

## **Collegiate Medical Centre Patient Reference Group Action Plan**

The Surgery held a Patient Reference Group meeting on Wednesday 29th October 2014.

A survey was sent out to our entire patient reference group following the meeting to discuss areas which were highlighted of importance.

### **Priority Area 1 – Nursing Appointments**

It was highlighted at the meeting that the patient group felt that the practice would benefit from another Practice Nurse. A section completed by patients on the survey confirmed that patients had found waiting times to be long for the nurse with certain appointment types unavailable completely.

Following this it was agreed by the partners to employ another Practice Nurse, who has begun employment at the practice in December. There are now appointments available with approximately only 2-4 days waiting time with the Practice Nurses.

### **Priority Area 2 – Patient Access**

The second area that was discussed at the meeting was the Patient Access website. Patients are currently able to book appointments online with their GP using this service, however not the entire patient group was aware of this, so further advertisement will be placed throughout the surgery for this.

Prior to the meeting some of the Patient Group who were unable to attend mentioned that they currently used Patient Access to make appointments, but would like to be able to access Prescription Requesting on the same service. We put this forward to the patient group, along with the possibility of being able to access a brief medical summary using the same service and the consensus along with the results from the survey from the whole group was that Patients would like access to request their prescriptions using Patient Access, and would also like the possibility of access to a brief medical record.

Following this, it was agreed by the partners to put this into place, with a view to it being accessible by end of February 2014.

### **Priority Area 3 – Flu Vaccinations and Clinics**

The third priority area that was highlighted by patients was that the weekend (walk in) flu clinics were not very accessible to elderly patients, due to the amount of people who arrived on the two days.

We asked patients both at the meeting and via the survey if they had any ideas as to how the practice could improve this service next year.

Suggestions offered by patients included some good ideas including; alphabetised weekend clinics and booked appointment clinics.

Following this, it was agreed the practice would look into the flu clinics and agree a course of action for next year's clinics.