

# The Arch Medical Practice

## Friends and Family Action Points - 27/11/14 to 27/01/2015

<b>What you said</b>	<b>What we've done</b>
Add the sexual health appointment (9KF) to the online portal	Unfortunately we're unable to do this as nurse appointments vary in time. Also different nurses offer different services. Only doctor appointment are bookable on-line, however, I will talk to Patient Access to see if they have any ideas
Shorter waiting time for appointments	Dr Colabella has now joined the practice adding to the number of appointment to the week. Winter monies has been spent by CCG on additional access
Better phone system	We have introduced a queuing system to our phone lines so don't get an engaged tone or have the phones ringing out. We have recruited more staff to deal with the calls. We have submitted a bid to renovate the practice which will include a designated 'phone room' with staff to purely answer the phone.
Easier to book appointments	Dr Woodhouse is looking at how appointments are booked. We have changed the booking system for on the day appointments, which has resulted in less DNA with the Nurse Practitioners and the ability to offer appointments throughout the day. We are recruiting a new Nurse Practitioner to help with the on the day demand.
More Midwife appointments	Midwives aren't employed by the practice and simply use our rooms. I have passed this comment on to the midwives.

# The Arch Medical Practice

## Friends and Family Action Points - 27/11/14 to 27/01/2015

<b>What you said</b>	<b>What we've done</b>
Earlier / later appointments	<p>Dr Woodhouse is looking at the appointment system</p> <p>Every doctor now does a late afternoon clinic per week, ending at 17:30</p> <p>We also have appointments at weekends and evening at the Robert Derbyshire Practice. This practice has access to your records, with your consent.</p>
Better waiting times in surgery to see doctor	<p>There has been an increase in patient arriving late for their appointments putting pressure on the doctors' times. We try to see everyone at the correct time but if a patient is late for their appointment it means other patients are called in late.</p> <p>Dr Woodhouse will be looking at the length of appointments</p> <p>Complex patients are requested to book a longer appointment, which in turn has an affected the number of appointments offered.</p> <p>Some doctors have longer surgeries with built in blocks to catch up between patients. This means they see the same number of patients but not back to back, allowing patients to run over if needed.</p>
Improve same day appointments	<p>We are in the process of recruiting an additional Nurse Practitioner to see more on the day appointments. We are also trying to promote the Minor Ailments service offered by your local pharmacy.</p>

# The Arch Medical Practice

## Friends and Family Action Points - 27/11/14 to 27/01/2015

<b>What you said</b>	<b>What we've done</b>
See a doctor with more than one problem in one appointment	This is allowed, however, the doctor currently only has 10 minutes per patient. We do ask patient not to save up problems so they don't come with a list but a few issues can be discussed in one appointment. Remember you only have 10 minutes and longer than that will mean others are waiting longer to be seen. If you are late for your appointment you will already have used up some of your 10 minutes so there will only be time to discuss one problem.
More caring staff	We are currently developing a staff training programme for all staff to cover dealing with different types of patients. I have contacted different charities to help and we are investing more time and money in staff development.
Email address for Doctors	There is only an infinite amount of time in the day. Would this act as a separate clinic? How accessible should doctor be? How timely can this service be? This is something Dr Hawting has raised but is keen to explore. Our patient participation group have concerns that this would take time away from being able to see doctors and reduce the number of appointments we offer. There are also concerns that emails will be missed as the sender has no way of knowing if the doctor is on holiday or off sick.

# The Arch Medical Practice

## Friends and Family Action Points - 27/11/14 to 27/01/2015

<b>What you said</b>	<b>What we've done</b>
Emergency on the day doctor	We have appointments with a nurse practitioner. We are recruiting another. We now book morning appointments in the morning and afternoon appointments in the afternoon, which has reduced fail to attend rate, thereby freeing up appointments. We feel that doctors are best used for routine appointments and chronic disease management. Our experienced Nurse Practitioners can deal with most of the on the day problems they are presented, however, each day we have duty doctor, who is available for the Nurse Practitioner to consult should they be presented with an on the day problem they feel unsure about how to manage.
On-line booking appointments	This is something we currently offer and I am having posters printed to advertise the service better.
Music in the waiting room	This is quite expensive to do. We have to pay PRS and PPL as well as a TV licence. There was an article in the BMJ advising GPs to avoid playing music. It is, however, something to consider and I will look at costings. I will also contact the CCG to try and get our TV fixed to play health promotion videos, which is free (when it works)
Better equipment in consulting rooms	We have applied for a grant to update the whole of the practice to make it more disability act compliant. This includes a new front door and better equipment. We are still waiting to hear if it has been successful.

# The Arch Medical Practice

## Friends and Family Action Points - 27/11/14 to 27/01/2015

<b>What you said</b>	<b>What we've done</b>
Longer opening hours	<p>We have applied to be host surgery for additional access; however, this funding is under review. If we became a host surgery we would be open until 8pm on weekdays and Saturday and Sunday morning. We would be responsible for seeing patients from other practices who need to be seen 'out of hours', but we still feel this service would benefit our patients. Currently this service is delivered by Robert Derbyshire Practice in Rusholme.</p> <p>We are protective of our Wednesday afternoon closure to deliver training. I am currently working on a training plan for all practice staff.</p>
Seating area	<p>We have submitted two bids; one to improve the premises and use the space previously occupied by the dentist, the second to be more compliant with the disability act. New seating is included in the latter as we need different seat for different patients.</p>
Improve Signage to room A to C	<p>There are signs on all the doors, under the call in screen and on the walls in the corridors. Rooms 1-9 are on the reception side of the building and rooms A-C are located at the prescription side of the building. You will need to be buzzed through the reception door to access the rooms themselves.</p>

# The Arch Medical Practice

## Friends and Family Action Points - 27/11/14 to 27/01/2015

<b>What you said</b>	<b>What we've done</b>
Reception staff should be more caring	We are currently developing a staff training programme for all staff to cover dealing with different types of patients. I have contacted different charities to help. We also have weekly meeting, when we discuss comments from patients. We are also arranging name badges so staff are better identified to help with performance issues.
Politer reception staff	We are currently developing a staff training programme for all staff to cover dealing with different types of patients. I have contacted different charities to help. We also have weekly meeting, when we discuss comments from patients. We are also arranging name badges so staff are better identified to help with performance issues.
Employ more staff	We have just recruited two more members of the admin team and have taken on an apprentice. We have also put in a bid for a grant to improve the office space we have. It is hoped this will allow staff to be able to focus on one job at a time We have had our touch screen fixed to reduce the queues at the front desk. Patients can check in for appointments and eventually will be able to book appointment at the touch screen.

# The Arch Medical Practice

## Friends and Family Action Points - 27/11/14 to 27/01/2015

<b>What you said</b>	<b>What we've done</b>
Separate room for Crying patients	We have submitted two bid; one to improve the premises and use the space previously occupied by the dentist, the second to be more compliant with the disability act. A consultation room at reception is part of the 1 <sup>st</sup> bid and new reception area with lower reception desks is part of the 2 <sup>nd</sup> . We are still waiting to see if either of these bids have been successful.
Patients wait too long to be served	We have had our touch screen fixed to reduce the queues at the front desk. Patients can check in for appointments and eventually will be able to book appointment at the touch screen. We have just recruited two more members of the admin team and have taken on an apprentice. We have also put in a bid for a grant to improve the office space we have. It is hoped this will allow staff to be able to focus on one job at a time, i.e. just reception and serving patients
Incorrect record keeping	We need to advertise patients' rights to view their medical records and how to let us know if they feel something is incorrect. We will shortly be turning on a function in Patient Access to allow patients to view their own medical records.