

Feedback from Patient Participation action points from 2013/2014

Telephone number – The Oliver Road Polyclinic has multiple tenants located within the building. Previous experience has shown that often incorrect calls were received by the Practice when telephone callers to the building were unsure who to contact. On occasions this has impacted on the number of calls received by Leyton Healthcare reception staff as patients have had to be redirected callers phoning the Practice incorrectly to other telephone numbers. Our previous action plan, proposed that our Clinical Practice Manager should meet with other Polyclinic tenants to ensure their services shown up to date and accurate contact details. This would ensure callers were able to get through to the right department the first time. These meetings occurred in June 2014. Websites for tenants within the Polyclinic all appear accurate. Web searches were undertaken and in the main seem accurate but it is felt that is very difficult to control information that is published by outside sources – Achieved June 2014

Staffing levels within Leyton Healthcare reception – There are 5 staff members (4 on front desks and one working back office) on the 4th floor reception each morning at busy times and 4 each afternoon/evening session. These staffing levels are consistently maintained and administrative staff who work on other Practice duties have also been trained as a contingency at times of staff shortage. Reception staff take breaks in line with employment legislation and these breaks are scheduled to ensure adequate cover is maintained at all times. This said, demand both face to face and by telephone remains high. It is hoped that the introduction of on-line appointment booking and other electronic options (which can be access via our website) will relieve the pressure on our reception team at busy times, giving patients options to request appointments and repeat prescriptions 24/7 and minimising trips to the Practice - Achieved and maintained throughout the year.

Market availability of telephone consultations for GPs and Practice Nurses –Telephone consultations (both pre-bookable and on the same day) are available on a daily basis. This has been marketed via our website and via the Jayex board - Achieved June 2014

Marketing information re telephone triage system – A clinician triages requests for emergency appointment each day. Dependant on clinical need, patients may be offered a face to face appointment or be offered telephone advice. Advice re telephone triage is available on the newly developed Practice website - Achieved June 2014

A minimum of one month's pre-bookable appointments should be available at any time – Achieved and maintained throughout the year.

Ensure adequate provision of GP sessions – Additional GP sessions have been provided throughout the year. The Practice has historically employed a number of locum GPs as part of its clinical workforce. Throughout 2014, the Practice moved away from this practice and is pleased to announce that Dr Chetty increased his sessions to become a full time permanent GP, Dr Iqbal joined the Practice as a 0.75WTE permanent GP and Dr Klynman who was previously a locum became a permanent GP. Dr Klynman is a specialist in Public Health but works with us for just one session on Monday evening. This session is 6pm – 8pm so offers patients requiring later appointment flexibility to be seen at a later time.

We continue to monitor demand and capacity. Our patient list size remained steady throughout the year and following evaluation of our clinical workforce, we feel there is adequate provision. The Practice continues to report a high DNA (Did not attend) rate with over 11% of patient being missed on average each week. This high number of missed appointments equates to over 70 wasted GP/Practice Nurse sessions a week (the equivalent of over 4 surgeries a week) and unfortunately this does impact on waiting times to be seen. - Achieved and maintained throughout the year.

Waiting times – We have made some progress in this area but feel there is still room for improvement. As this issue has been identified from recent feedback from the Patient Survey, this issue will be included as an action point for 2015/16. Achieved in part – needs further improvement

Ongoing training for existing staff and induction for new staff – All staff undertaken internal training as part of their on-going professional development. Statutory and mandatory training is provided by both external providers and by e-learning modules. Staff are given protected time to undertaken this training. A full and comprehensive induction programme is provided for new staff, both clinical and non-clinical. Leyton Healthcare is an accredited GP training Practice and is committed to providing suitable training for the next generation of General Practitioners. As such, staff development occurs in a supportive learning environment. This includes a mentor system where staff have access to ongoing support throughout their employment - Achieved and maintained throughout the year.

Market availability of private interview room – Availability of this interview room publicised on both the Practice website and on the Jayex board – Achieved June 2014

Introduction of Patient Access – During the year, electronic options have been extended. In addition to requesting repeat prescriptions on line, there is now the option to view medical records on line and to book and change appointments online. - Achieved