

# PPG Tasks Completed & In Progress

## Blood Testing Service Issues

The group had concerns in relation to three possible issues with the blood testing system

- Reduced patient accessibility by moving the blood testing service to an online-only booking service
- Possible reductions in the volume of appointments successfully processed when compared to the previous system.
- The time taken between needing the test and providing the results back to the Practice.

The Practice had already raised the issue of reduced patient accessibility (with NHS Derbyshire) when the blood testing service first moved to an online booking service with some success in relation to the re-introduction of limited telephone booking service for patients without internet access.

Recognising the benefit of this reintroduction of a telephone booking service, the group still has significant concerns regarding the overall impact on the patient population, particularly for those without internet access of the ability to navigate through the online process.

The Practice has forwarded the groups concerns to the service providers (Derbyshire NHS) but have not received a response from the Derbyshire NHS to explain the actions they have taken, or are taking, to address these so the group will take this up directly with NHS Derbyshire as an ongoing PPG action.

The group also has a proposal to use dedicated touch screens (or an additional function added to the current appointment touch screens) in practice receptions to allow patients to book an appointment online using a very simple touchscreen. This will be progressed through contacting the PALS (Patient Advice and Liaison Service) at University Hospital of Derby and Burton to put forward the suggestion with the support of the Practice.

**Outcome:** Ongoing action by the PPG

## Reviewing the Practice website

The group carried out an in-depth review of the Practice's website and submitted a detailed report providing feedback on the content and usability of the website along with suggestions for improvement.

**Outcome:** The Practice updated the website incorporating the feedback from the PPG.

## **Missed Appointments**

The Practice identified that the numbers of patients not turning up for their appointments (termed “Did Not Attends” or DNA’s) was increasing which was reducing the numbers of patients seen and wasting Practice resources.

The PPG made several proposals to reduce the level of DNA’s:

- The practice to use their appointment texting system to remind patients of an imminent appointment and also include a method whereby the patient, after receiving the text, could use a simple one-click method to allow the patient to reply to the text to cancel the appointment if they no longer needed it.
- The practice to see if it would be possible to use their appointment texting system to automatically process patient appointment cancellations by having the practice’s system automatically free up the cancelled appointment for immediate re-allocation.
- The Practice to use their texting system to send texts to patients, who do not turn up or cancel, to (diplomatically) say that they had an appointment which they had missed and that the practice needed their help in the future to free up appointments which are no longer needed to maximise the number of patients the practice can see and treat every day.
- The Practice to develop a system to identify patients repeatedly not turning up for appointments so the patients can be contacted, by letter or text, to identify and resolve any issues to prevent future DNA’s.

**Outcome:** The Practice revised the PPG appointment texting system and DNA monitoring process to incorporate the PPG proposals and the level of DNA’s reduced allowing more patients to be seen.

## **Scheduled Telephone Appointments – Problems If Patients Did Not Receive the Call on The Scheduled Day**

The group raised an issue in relation to not receiving a doctor’s (or pharmacists) telephone consultation on the expected day, having waited in to order to receive the call.

The group asked that, in the event of the call not being able to be made, support staff at the Practice would contact the patient by, phone or text, to let them know the call would not now be made and to arrange another appointment. This would avoid the patient waiting in for a call which was not actually going to arrive that day.

**Outcome:** The Practice identified a system issue which was causing the problem, particularly where telephone contacts or consultations would be carried out by persons not physically located at Kelvingrove (such as pharmacists), and put corrective action in place to make sure patients always receive an update from support staff to advise the patient and arrange a revised appointment.

### **Practice Telephone Queuing System**

Individual members of the group phoned the Practice to interrogate the telephone queuing system and identify any areas for improvement, submitted written feedback reports with suggestions for improvement.

**Outcome:** The Practice incorporated the suggestions and the feedback from the PPG and updated the telephone system

### **Increase Patient Use Of The Practice Web Site**

The Practice Website is a great resource for patients and the PPG suggested that the practice consider ways to bring the website to the attention of patients, possibly using posters in the Practice's waiting areas or providing a stock of small "business cards" on the reception counter which patients could take away with the web address and details of what is available there.

**Outcome:** Ongoing action by the Practice

### **Problems With Repeat Prescriptions**

A group member had been having problems with the repeat prescription services as three consecutive repeat prescriptions from the pharmacy did not include one medicine which the Doctor confirmed was on each of the list of repeat prescriptions authorised by him and yet was not on the scrip appearing on the prescription services system.

**Outcome:** The Practice's Pharmacy Technician investigated this problem to identify why this discrepancy was arising and resolved the system problem giving rise to the "missing" medication".

### **Patient Medicines Reviews**

A group member had been due to have a patient's medicine review and, although the review had not taken place, he received an email confirming that the review was satisfactory and no changes were required

**Outcome:** The Practice used this example to investigate the problem and identified a system issue which was rectified to prevent any possible repeats.

## **Annual Wellness Checks**

The group raised an issue that annual wellness checks appeared to be on hold as no appointments were being made and asked whether the checks were something which is still an annual process.

**Outcome:** The Practice confirmed that these checks had been halted during covid but were now being reinstated.

## **Google Reviews of The Practice & Opportunities to Engage With the Practice Through The PPG**

Google reviews of the Practice vary with an overall score of around three stars which was an average overall score based on most reviews being either 5 stars or 1 star and the Practice had responded to the negative reviews, through Google, asking the reviewer to contact the Practice so their complaint could be looked into.

The group suggested that, if the complainant did make contact to discuss their complaint, as part of the discussion the Practice could let them know that the PPG exists and, if they were interested in joining, they would have an opportunity to provide feedback and engage with the Practice in an ongoing basis.

**Outcome:** When responding to, and resolving, complaints the Practice now includes offering the opportunity to join the PPG and provide ongoing feedback to the Practice.

## **Blood Test Request Forms By Email**

Following a question regarding whether blood test request forms could be obtained by email the Practice confirmed that this was available on request to patients having a current email address and giving formal consent to receiving blood test forms by email.

**Outcome:** Blood test forms are available by email as well as physical collection from the Practice.

## **Patients Accessing Blood Test Results Through the NHS APP**

The group identified a problem where there could be delays between the results of blood tests arriving with the Practice and these being reviewed and authorised by a doctor to allow them to be discussed with the patient or uploaded to the patients online medical records.

**Outcome:** Investigation by the Practice identified that a doctor in training had misunderstood how the system worked and this had been corrected.