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Quality Outcome Framework

Patient Survey Outcomes



- Thank you for taking part
- Your views are valuable to us
- We take your views seriously
- We can use them to develop
- We can understand your needs and wants
- We can use them to improve

The Practice team always welcome your comments.

The survey gives us detailed information.

Defined Outcomes

Access to a doctor

- The practice has looked to balance workload between the Doctors and nurses to maximise availability.
- Nurses have taken on BP/Medication, chronic disease reviews, health checks.
Doctors are always available for assistance if required during these consultations.
- The practice is looking to extend opening times twice a week. 8am start at Greenlane, 7pm finish at Harnall Lane. The practice can presently accommodate the early start but we will need to advertise for staff to cover Harnall Lane as there are Health and Safety issues to address
- The practice is looking to open throughout the day at Harnall Lane which will help to facilitate a continual flow of patients.
- We are also looking to readdressing the work patterns for Doctors allowing there to be a doctor available throughout the main parts of the day i.e. am/lunch/pm



Defined Outcomes cont'd

Telephone Trial System

- Has been welcomed by both Patients and Doctors
- In view of patient comments the practice has adjusted the times to suit all



Home Visits

- The cut off time for telephoning the surgery has been moved forward to address comments that have been made, to enable better access.



Defined Outcomes cont'd

Waiting Times for Booked Appointments

- The Doctors have taken note of the comments made that some patients still experience extended waits
- The Doctors are mindful of this and will where appropriate look to deal with limited issues where a patient has several to be managed within a single consultation.
- This may mean patients returning at another time but is hoped that this will ensure quality of care, as more time can be spent in ensuing consultations on all matters



Defined Outcomes cont'd

Communication with Patients

- New Web Site, www.skybluemedicalgroup.co.uk
- Please look to see what we provide and also for additional links to helpful sites

Emis Access to

- Book appointments on line
- Order repeat prescriptions
- Email Doctors to ask advice
- You can get a form from reception or off our Web Site.

Newsletter

- To be available 3 to 4 times per year in paper form and also on our new Web Site

Practice Notice Boards

- Will be regularly updated and maintained with information which the practice has either been supplied or asked for as we like to keep our patients well informed

