

**2015-16 Patient Reference
Group Action Points**

YOU SAID	WE PROPOSED	WE DID
<p>You wanted the ability to see a doctor of choice in a ground floor room</p>	<p>We had a bid in for premises improvement to try to address this issue</p>	<p>We had our premises improvement bid granted. With this, and £100,000 put in by the Partners of Spencer Street Surgery, we are building two new consulting rooms on the ground floor, one of which is going to be kept for patients to be seen downstairs if they need to, with their GP of choice moving to that room to see them.</p>
<p>You stated that privacy at reception was poor, comments made that patients could hear everything the reception staff say when on the phone or talking to a patient.</p>	<p>We had a bid in for premises improvement and re-design of reception to try to address this issue</p>	<p>Through our refurbishment works, we redesigned reception so that calls are now taken in a back office, ensuring a much higher level of patient confidentiality. We hope therefore that patients agree that privacy is much better at reception. We also have a room available for private discussion away from reception if patients need to utilise this.</p>
<p>Prescriptions being misplaced by chemists or surgery staff, resulting in patients having to run or phone around trying to find out what has happened to them</p>	<p>We introduced a quality audit to try to keep a full audit trail of where prescriptions were in the process.</p> <p>We were also keen to introduce patient access – online ordering of prescription.</p> <p>We also wanted to sign up for EPS (Electronic Prescription Service) so that prescriptions could go from practice to chemist electronically rather than by paper/courier. Prescriptions are also fully trackable on EPS allowing us to pinpoint exactly where the prescription is at any point in time.</p>	<p>The quality audit was very time intensive, however we kept this going until the two following procedures were introduced:</p> <p>We introduced Patient Access – patients can request their prescriptions online 24/7, it directly posts the request into their clinical record and it is actioned by a clinician.</p> <p>We also went live with EPS, we will be promoting this further as it has vastly reduced the number of prescriptions that have gone missing, as we are able to fully audit trail prescriptions at any point in time.</p> <p>The introduction of both of the above services have, we feel, benefitted the patients and the staff equally as less time is now spent chasing up missing prescriptions. We can audit trail every request and pinpoint where it is in the process.</p>