

Drs, Palooran, George & Koshy
Bransholme Health Centre
Goodhart Road
Hull

Annual Local Patient Participation Report
Year 2
March 2013



Report written on behalf of the practice by Julie Charles Practice Manager

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Introduction

This is our second publication; our first publication for year ending March 2012 is still available on the practice website for comparison purposes.

The purpose of the Patient Participation DES is to ensure that patients are being involved in the decisions about the quality and range of services provided by the practice.

Its aims are to encourage and reward practices for the proactive engagement of patients through the use of effective patient engagement groups and local practice surveys.

The key steps remain as follows:

- Step 1 – develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. PRG;
- Step 2 – agree areas of priority with the PRG;
- Step 3 – collate patient views through the use of survey;
- Step 4 – provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services;
- Step 5 – agree action plan with the PRG and seek PRG agreement to implementing changes;
- Step 6 – publicise actions taken and subsequent achievement.

The outcomes of the engagement and the views of patients are to be published on a practice website by 31st March 2013.

This report summarises the continuous development and outcomes of our practice patient participation group and practice survey.

Practice Overview

The practice of Drs, Palooran, George & Koshy is situated in an area of deprivation; it sits on a large, mainly council estate to the East of the city. The practice is housed within a large Health Centre and is 1 of 8 separate GP businesses. The practice is well-established and has operated in this locality since 1976.

Dr P K Koshy joined the practice partnership in July of 2012; he has quickly become a valued member of the practice team and is very popular with patients.

The practice moved into a purpose built health centre in September 2012. The new health centre delivers a more comprehensive range of health & community services to meet the needs of its population. The practice population is more than pleased with the new and updated facilities the health centre now provides and the patient environment has much improved, this is well reflected in the results of this year's patient questionnaire.

Bransholme population - East Ward 10,864, Bransholme East is the 6th most deprived ward in Hull. West Ward 8,815 Bransholme West is the 8th most deprived ward in Hull (Source public health sciences)

- The practice area is defined as Bransholme, North Bransholme, Sutton, Sutton park & Kingswood, up to the East side of Thomas Clarkson & Runnymede Way.

The practice population as at February 2013.

	0 -4	5 - 14	15-19	20-64	65- 75	75 +	Total	%
Males	158	271	182	1276	157	82	2126	51
Females	127	305	164	1214	197	117	2120	49

The practice ethnicity profile

Ethnicity	Male	Female	Total
White British	1551	1689	3240
Asian/British Asian (Indian)	6	6	12
Mixed other	535	377	912
Other any other	2	2	4
Other Chinese	2	0	2
White other background	12	13	25
African	1	2	3
Caribbean	1	1	2
White Irish	4	3	7
Black British	0	1	1
Zimbabwe	0	2	2
Black African	1	2	3
Mandarin	0	1	1
Turkish	1	0	1
Latvian	2	4	6
Polish	6	7	13
Estonia	2	4	6
Not specified			6

Opening Times

The practice is open Monday, Tuesday, Friday 8.00am – 6.30pm, Wednesday & Thursday 8.00am – 7.45pm

Core hours are Monday to Friday 8.00am – 6.30pm; the practice provides an extended hours service on a Wednesday & Thursday evening 6.30pm – 7.45pm

Appointments are bookable by telephone, in person and online. To book online patients must obtain an Emis password from the practice. Drs Appointments are bookable 2 weeks in advance and are generally of 10 minutes duration; Nurse Appointments are bookable 3 months in advance and are generally of 15 minutes duration. Requests for appointments can be made in person or by telephone during the following times: - 8:00a.m to 6.30pm Monday, Tuesday & Friday, 8.00am – 8.00pm Wednesday & Thursday. Appointments will be offered as follows: - In an emergency as soon as possible - Urgent Consultation within 24 hours - Non- urgent within 48 hours.

Extended hours surgeries are run by the practice nurse and health care assistant, telephone access is not currently available during extended hours.

Prescriptions can be ordered by telephone on a designated prescription line 834908/336702 between the hours of 8.30am and 1.00pm, in person, and by a secure NHS e-mail http-pctb81119-prescription@nhs.net

Clinical Services

Anticoagulation Clinic, Cryo Clinic, Antenatal/Postnatal Care, Hypertension clinic, phlebotomy, Childhood Immunisation, 6 week baby checks, Smear Tests, Contraceptive Services, Holiday Vaccinations, and Insurance Medicals.

Out of Hours Service

The practice provides full medical cover to all patients through a deputising service. To access this service patients ring the surgery as normal and their calls are automatically transferred to the deputising service. The procedure for contacting the Out of Hours Service/ deputizing Service will change in April 2013. A new national 111 service will come into force In April 2013, patient will simply ring 111 to access the OOH service/deputizing service, the call is free of charge.

For general medical advice patients can contact NHS DIRECT on telephone No: 0845 4647.

General Mission statement

“As a team we wish to give the highest possible level of healthcare to all our patients. We aim to provide care promptly and considerately with the efficiency and effectiveness using the resources available to us. We strive for job satisfaction for all the team in a pleasant working environment. It is our intention to promote both the improvement and expansion of services as far as is feasible in the future”.

Further information on the practice its staff and services are available on our practice website www.drpalooanandpartners.nhs.uk

Establishing a Patient Participation Group

The practice set up its Patient Participation Group in February 2011.

We commenced our campaign for recruiting members back in August 2010. We set out in the hope of recruiting members from a mix of age/sex ethnic origin, elderly, vulnerable and disabled patients.

Methodology used.

- Display of posters in surgery
- Coverage in practice newsletters
- Opportunistic invitation by clinical staff during consultation, annual reviews of chronic patients, home visits and nursing home visits.
- Opportunistic invitation by reception staff
- Coverage through multiple disciplinary meetings & gold standards meetings
- Invitation by practice carer's co-ordinator
- Coverage on NHS choices website
- SMS texting
- Invitation on new patient registration forms
- By holding an open event in the health centre.

By December 2010 we successfully formed patient group consisting of 16 members.

8 face to face members, 6 Males and 2 Females and 8 virtual members, 4 Males and 4 Females.

We had our Inaugural meeting in February 2011; initially we met on a monthly basis and our priorities were issued relating to the new building.

Progress of the group - 2012 onwards

The practice has continued to promote membership to the group.

We have increased our virtual membership to 23 however our face to face membership is unfortunately down to six members.

Representation of the group has improved as a result of our virtual membership, we currently have a mixed aged representation including, parents with young children, disabled and ethnic minority members. We will continue to invite membership and promote the group in an attempt to further increase membership and representation.

Since re-locating into the new building, having new equipment and revising our services hardly any issues or concerns have been raised by patients or by the group to warrant monthly meetings, therefore the group have agreed to reduce meetings to bio monthly.

Our practice website www.drpallooranandpartners.nhs.uk provides the facility for patients to give feedback and suggestions on any issues of concern through a patient feedback form.

Agree with Patient Group which issues are a priority and includes these in a local practice survey.

The following aims & objectives of the group were set out from the onset; these will remain the group's priorities.

Aims

- To contribute to the continuous improvement of the services provided by the practice
- To encourage patients to engage with the practice & their own healthcare

Objectives

- Sharing experience & feeding back
- Identifying areas with scope for improvement
- Highlighting excellence
- Supporting change
- Bringing peers together for mutual encouragement
- Promoting self-management
- Linking into the community

The Patient Participation Group work closely with the practice to ensure the facilities & services on offer reflect the views, needs & expectations of our patients. Taking all this into consideration we have agreed to designate a meeting to collate a patient questionnaire to reflect the above aims, objectives and priorities.

Collate patient views through local practice survey and inform Patient Group of the findings.

A meeting took place during the first week of January to discuss and determine a set of questions for this year's patient survey.

We reviewed the questions and results of last year's survey and agreed upon a similar set of questions with a few additions to be made (detailed below), we also agreed to highlight the opening times of the practice in this year's survey as this was an agreed action on last year's plan.

The group wanted to obtain a better picture of how patients rated the effectiveness of their consultations with both the doctor and the nurse, as a result we agreed to add a further six questions regarding the experience of seeing the doctor and the nurse. We also wanted to measure the effectiveness of the new telephone system and the access to services, we therefore agreed a similar content in this area to enable us to compare with last year's results. As we have moved into a new building we thought it appropriate to include a question about the premises.

A conversation took place regarding the inclusion of age, sex, ethnicity and how often a patient uses the services of the practice; the general consensus was that this information wasn't necessary and did not serve any purpose. (The chair will raise the issue of the need of such questions at the next ambassadors' meeting and report back to the group) We agreed to omit the question regarding how long it has been between visits and patient ethnicity.

As a result the group identified and approved a total of 41 individual questions under the following categories:

1. Seeing the Doctor
2. Seeing the Nurse
3. Access to services
4. About the Staff

5. About the premises
6. Opening hours
7. Overall Satisfaction

It was agreed that the results of these questions should provide the practice with a platform from which to work with in regard to improving access, services and the quality of consultations.

The survey was compiled and approved by the group. The questionnaires were made available for completion by patients over the whole month of February.

A total of 152 Questionnaires were completed by patients. The results were collated by the practice manager and sent to all members of the group including virtual members for their comments, feedback and notes for potential actions. A date of 19th March was agreed to propose actions and develop a new action plan.

The patient survey can be found at Appendix 1

The results can be found at Appendix 2

Provide Patient Group with the opportunity to comment and discuss findings of local practice survey. Reach agreement with the Patient Group of changes in provision and manner of delivery of services. Where the group does not agree significant changes, agree these with the PCT.

A consultation with the patient participation group took place on the 19th March 2013. The Practice manager summarised the results and invited the group to present their own views.

Summary of results: the following are the percentage of patients scoring either good or very good for the following questions.

	Doctor	Nurse
Making you feel at ease	88%	92%
Warmth of greeting	87%	91%
Asking about your symptoms	80%	98%
Listening & not interrupting	89%	96%
Being interested in you as a person	86%	94%
Understanding your concerns	89%	93%
Showing care & compassion	92%	95%
Explaining tests & treatments	92%	96%
Involving you in decisions	90%	96%
Giving enough time	88%	96%
Overall satisfaction	91%	96%
Ease of getting appointment	78%	76%
Waiting time to see Dr/Nurse	82%	76%
Ability to see Dr/Nurse quickly	85%	76%
Access to services		
Giving appointment with Dr of choice	90%	
Speed at which telephone was answered	91%	
Ease of ordering prescriptions	96%	
Prescriptions ready on time	97%	
Obtaining test results	87%	
Convenience of appointment time	94%	
Other questions		
Please rate the staff (all)	97%	
Please rate the premises	97%	
Satisfaction with the opening times	98%	
Overall satisfaction with the practice	99%	

Summary of PPG discussion

The group and the practice are extremely pleased with the results of this year's survey, the group commented that they thought these were the best results so far and that the practice has come on leaps and bounds. The group are particularly pleased with the improved satisfaction of opening times and also the comments made by patients. We all acknowledged that moving into the new building has had a positive effect of patients and this must be a contributory factor to such good results.

After discussing the results in detail the group identified the following two actions as areas where we could try and improve further

- Ease of getting an appointment with the nurse and the doctor
- Waiting time from booking in to actual seeing the doctor or nurse.

Both of the above areas have improved since last year's survey however, they are still not reaching the same overall percentage levels of upper 80s and lower 90s as most of the other areas.

The group thought that by grouping the nurse and phlebotomist under the same umbrella on the survey (access to nurse) could possibly be a reason for the lower percentage satisfaction as this also currently includes the phlebotomist.

Additional action

- A comment made by a patient about ordering prescriptions prompted a discussion about including an additional question about methods of ordering prescriptions in the 2013/14 survey.

It was thought that this comment may have been made due to the person making the comment not being aware of alternative methods of ordering prescriptions. We therefore also agreed to make this an action for inclusion into the 2013/14 survey.

Full survey results can be found at Appendix 2

Agree action plan with PRG and seek PRG agreement to implementing change

A meeting took place on the on the 19th March 2013, the purpose of this meeting was to:

1. Review last year's action plan and identify any outstanding actions
2. Distribute comments/suggestions from virtual members
3. Discuss this year's survey results
4. Identify and agree any actions as a result of the survey
5. Develop and agree and action plan.

Outcome of meeting

2011/12 Actions - It was agreed that the 2011/12 actions had been successfully implemented and completed, the chair signed off the action plan as complete.

2011/12 Action plan can be found at **Appendix 3**.

The results and comments from the 2012/13 survey resulted in the following actions being agreed to form a new action plan for 2013/14.

1. Further investigate reasons for nurse and doctors waiting times and appointments not being as easily accessed as other services.
2. Consider having separate access questions for the nurse and the phlebotomist. (see page 10 for explanation)
3. Include methods of ordering prescriptions & satisfaction of the methods in the 2013/14 survey

2012 /13 Action plan can be found at **Appendix 4**

Publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement

The patient participation report will be made available on the practice website from 28/03/2013 and also distributed to:

- PPG members;
- Virtual members
- Staff in the practice;
- Hull PCT/CCG.
- Published on the NHS choices website.

The report & practice website will be regularly updated with subsequent achievement.

Appendix 1

Drs, Palooran, George & Koshy
Bransholme Health Centre

“Improving our practice Questionnaire”

Introduction

This questionnaire is designed to help us assess the services we provide, it has been developed in consultation with our Patient Participation Group.

The Drs and staff welcome your feedback. Please answer the following questions, circling the number which you feel is most appropriate (**1 = poor → 5 = excellent**)

1= Poor, 2= Unsatisfactory, 3= Satisfactory, 4= Good, 5= Very good

Seeing a Doctor or Nurse - rate your experience	Doctor	Nurse
1. Making you feel at ease.	1 2 3 4 5	1 2 3 4 5
2. Warmth of greeting	1 2 3 4 5	1 2 3 4 5
3. Asking about your symptoms	1 2 3 4 5	1 2 3 4 5
4. Listening & not interrupting.	1 2 3 4 5	1 2 3 4 5
5. Being interested in you as a person.	1 2 3 4 5	1 2 3 4 5
6. Fully understanding your concerns.	1 2 3 4 5	1 2 3 4 5
7. Showing care and compassion.	1 2 3 4 5	1 2 3 4 5
8. Explaining test and treatments clearly, answering your questions.	1 2 3 4 5	1 2 3 4 5
9. Involving you in decisions about your care, exploring how to improve your health, encouraging rather than lecturing.	1 2 3 4 5	1 2 3 4 5
10. Giving you enough time	1 2 3 4 5	1 2 3 4 5
11. Overall satisfaction of your consultation	1 2 3 4 5	1 2 3 4 5

Any other comments you would like to make

ACCESS TO SERVICES	Doctor	Nurse
1. How easy is it to get an appointment with a doctor or nurse	1 2 3 4 5	1 2 3 4 5
2. Ease of getting through on the telephone	1 2 3 4 5	
3. Speed at which the telephone was answered	1 2 3 4 5	
4. Getting an appointment with your doctor of choice	1 2 3 4 5	
5. On arrival for your appointment how was the Length of time waiting to see the Dr or Nurse	1 2 3 4 5	1 2 3 4 5
6. Able to see a doctor/nurse quickly when necessary	1 2 3 4 5	1 2 3 4 5
7. Convenience of appointment time	1 2 3 4 5	
8. Ease of ordering repeat prescriptions	1 2 3 4 5	
9. Repeat Prescriptions ready on time	1 2 3 4 5	
10. Obtaining test results	1 2 3 4 5	
<u>Any other comments you would like to make</u>		

Please turn over

ABOUT THE STAFF	
1. Please rate the Reception staff	1 2 3 4 5
2. Please rate the prescription staff	1 2 3 4 5
3. Please rate other Staff	1 2 3 4 5
<u>Any other comments you would like to make</u>	
ABOUT THE PREMISES	
1. How do you rate the new premises	1 2 3 4 5
Any comments you would like to make about the new premises	

How satisfied are you with our opening times	
Monday 8.00am – 6.30pm	
Tuesday 8.00am - 6.30pm	1 2 3 4 5
Wednesday 8.00am – 7.45pm	1 2 3 4 5
Thursday 8.00am – 7.45pm	1 2 3 4 5
Friday 8.00am – 6.30pm	1 2 3 4 5
	1 2 3 4 5
What is your overall satisfaction with this practice	1 2 3 4 5
Any other comments you would like to make	
And finally	
Are you male or Female?	
How many years have you been attending this practice?	
What age are you?	

Thank you very much for your time it is very much appreciated by all of us. Please place your completed questionnaire in the box on the Reception Desk marked Completed questionnaires

Appendix 2

Drs Palooran, George & Koshy Patient Survey Results 2013

SEEING THE DOCTOR	Poor	Unsatisfactory	Satisfactory	Good	Very good	SEEING THE NURSE	Poor	Unsatisfactory	Satisfactory	Good	Very good
Making you feel at ease	0	0	18	27	107	Making you feel at ease	0	0	12	23	117
Warmth of greeting	1	0	18	29	104	Warmth of greeting	0	0	13	21	118
Asking about your symptoms	0	0	15	30	107	Asking about your symptoms	0	0	3	18	131
Listening & not interrupting	0	1	15	27	109	Listening & not interrupting	0	0	7	21	125
Being interested in you as a person	0	1	20	30	101	Being interested in you as a person	0	2	7	20	124
Fully understanding your concerns	0	1	15	34	102	Fully understanding your concerns	0	0	10	20	122
Showing care and compassion	0	2	9	22	119	Showing care and compassion	0	0	8	18	126
Explaining test and treatments clearly	0	1	11	28	112	Explaining test and treatments clearly	0	1	4	23	124
Involving you in decisions	0	2	21	32	105	Involving you in decisions	0	2	4	22	124
Giving enough time	0	0	17	32	103	Giving enough time	0	1	5	26	120
Overall satisfaction	0	0	14	28	110	Overall satisfaction	0	0	5	27	120

ACCESS TO SERVICES	ACCESS TO NURSE /DOCTOR									
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Ease of contacting by telephone	1	2	8	31	110	Ease of getting appointment Nurse	0	13	24	27	88
Speed at which telephone answered	0	7	6	35	104	Waiting time to see nurse	0	14	22	39	77
Convenience of appointment time	0	2	7	29	114	Ability to see a Nurse quickly	0	11	26	27	88
Repeat prescriptions ready on time	0	0	4	33	115	Ease of getting appointment Dr	0	8	26	29	89
Obtaining test results	0	0	20	25	107	Getting appt with Dr of choice	0	4	11	30	107
Overall access satisfaction	0	0	19	55	78	Waiting time to see the Doctor	0	5	22	62	63
						Ability to see a Doctor quickly	0	5	17	38	92

ABOUT THE STAFF	SATISFACTION WITH OPENING TIMES									
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Please rate the Reception Staff	0	0	4	24	124	Monday 8.00 – 6.30	0	0	3	33	116
Please rate the Prescription Staff	0	0	4	24	124	Tuesday 8.00 – 6.30	0	0	3	33	116
Please rate other staff	0	0	4	25	123	Wednesday 8.00 – 7.45	0	0	3	30	119

ABOUT THE PREMISES										
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Please rate the premises	0	1	5	9	138	Thursday 8.00 – 7.45	0	0	3	25	124
						Friday 8.00 – 6.30	0	0	3	30	119

OVERALL SATISFACTION WITH PRACTICE										
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152 Questionnaires were completed males 63 females 85 did not specify 4
Age Ranges

[Under 18]	[18 - 24]	[25 - 34]	[35 - 44]	[45 - 54]	[55 - 64]	[65 - 74]	[75 & over]	Not specified
4	10	18	24	15	18	30	10	23

DRS PALOORAN, GEORGE AND KOSHY
IMPROVING OUR PRACTICE QUESTIONNAIRE RESULTS 2012/13

Comments

Very polite and listen to your problems

No problems

Always understanding polite and listen

very welcoming

Very pleasant

Wonderful

Building very nice and clean

Good Drs and very good staff

Everything from reception, to Drs or nurse is excellent service

Everyone on entering reception is so helpful and very welcoming it is a pleasure to come

Lovely pleasant surroundings it is not like entering a doctors surgery

enough said 100%

Reception staff always very friendly and eager to help

The lift space is to small

The receptionist was very helpful when my son needed to see doctor asap

Dr Koshy is such a great Dr actually taking time for you as a person

These answers are based on Dr Koshy only

Very friendly and helpful

Staff very good and helpful especially Lois

Top notch

Thanks for caring

Reception staff always very helpful Lois very caring & lovely person

Very good indeed

Excellent

Always there to help

It all depends on which Dr you see and exterior factors beyond your control

Depends how busy the surgery is

Don't see the nurse very often but always good

Dr Koshy is brilliant especially with my 3yr old

A1

10 out of 10

very helpful when needed

Find the prescription line closing at 1pm very unhelpful if you are working and do not get a break to ring between 9 and 1

Appendix 3

PPG – 2011/12 Practice Action - - reflects survey results for 2011/12 updated with completion dated

Area	Concern/Issue	Possible Cause	Agreed Actions	Leads	Timescale	Desired Outcome	Completed
Access	Not very easy getting an appointment with the practice nurse	Uneven distribution of time allocated for appointments and administrative work	Perform a Time and motion evaluation & capacity and demand audit for the possibility of increasing appointments slots	Practice Manager, Practice Nurse	To be completed & implemented by September 2012	Improved access to nurse appointments & more appropriate use of nursing time	29/08/2012 additional slots added & allocated time for telephone consults
	22% of patients neither satisfied or dissatisfied with the surgery opening hours	Not open on a Saturday morning or the fact the patients are not really aware of our opening times	Display & publish larger and more colourful opening hour notices in the surgery and on websites. Amend the opening hours question on the survey report to include the surgery opening times on next year's survey Consider a Saturday morning surgery	Practice Manager	30/04/2012 for notices & at point of compiling next year's survey questions	Improved patient awareness of opening times Improved patient survey results next year	19/03/2012 notices put up January 2013 included in 2013 survey Unable to fund Sat opening
About the Dr	Not listening to patients	Drs looking at computer screen and concentrating on recording information whilst patient explaining symptoms	Explore the possibilities of Drs entering information on computer after the patient has left consultation room	Practice Manager	30/04/2012 onward	Improved eye contact with patients Improved patient survey results next year	19/03/2012 meeting with drs to highlight these areas. Drs will try and take more time with patients and improve quality of consultation.
	Drs not explaining tests and treatments enough	Drs getting distracted focussing on treatment plan computer input and patient computer alerts Time factors has appointment time overrun	Explore the possibilities of Drs issuing patient with web mentor leaflets during consultation which will explain condition & treatments available in more detail Further computer training to gain more confidence	Practice Manager, Drs	30/04/2012 onward	Improved patient understanding of symptoms, tests and treatments Improved patient experience Improved computer skills by Drs	To be re-measured after next year's survey for improvement Continue with computer training

Appendix 4

PPG – Practice Action Plan for 2012/13 survey results

Area	Concern/Issue	Possible Cause	Agreed Actions	Leads	Timescale	Desired Outcome
About the Dr and about the Nurse	Waiting times to see Dr	Over running of surgeries Not arriving on time Appointment slots not long enough Patients requiring a double slot and only given a single slot	Perform a time and motion audit Audit Drs daily arrival times Perform average length of appointment time audit Staff awareness/allocation of appointments refresher	J Charles/Mary Billany	Perform over several months on a ad hoc basis	Improved usage of appointments Improved efficiency Improved patient satisfaction
	Ease of getting an appointment with the Dr and practice nurse	Capacity /Blocking appointments slots	Re audit capacity & demand on a seasonal basis	J Charles/Mary Billany	as above	As above
Other	Consider having separate access questions for the nurse and the phlebotomist		Agree questions to be asked with group	Julie Charles Patient group	By December 2013	Improved patient awareness Improved survey results
	Include methods of ordering prescriptions & satisfaction of the methods in the 2013/14 survey		Agree format with patient group	As above	As above	As above