

Appointments System Changes

Results of Survey – Report

From 1st August 2013 the Limehouse Practice introduced a new appointment system for our patients.

The new system offered:

- 6 - 15 minutes
- 9 - 10 minutes
- Book up to 6 weeks ahead, some open on the day, some protected for urgent medical problems
- Telephone triage
- 3 Telephone consultations which patients can book in advance (follow-up, advice)

We surveyed patients in the waiting room who came for their appointments. They were asked questions regarding the appointment length and if it was suitable for them and also if the option of a 10 minute or 15 minute slot was offered to them. The survey was carried out over two weeks.

96 patients were asked. Out of the 96 patients:

- 51 said their appointment was the right length
- 14 said it was too long
- 19 said it was too short
- Total replies to this question 84

We asked patients if they were offered the choice between a 10 minute or 15 minute appointment slot.

- 17 said they were - week 1 (8) week 2 (9)
- 37 said they weren't - week 1 (32) week 2 (5)
- 37 couldn't remember - week 1 (2) week 2 (35)

During this change we introduced pre booked 5 minute telephone consultations with their GP for results and or follow up queries. We asked patients if this was something they would find useful.

- 62 said they would find a 5 minute telephone consultation useful
- 8 said they wouldn't
- 26 said possibly

We asked patients if there was one thing that we could change in the practice what could it be. Only 20 patients answered this question. From the results collated, 11 patients said they would like the practice to reduce the waiting time when they come to see a clinician.

Comments from patient group –

- Patients to be made aware of the appropriate use of the appointments so they are not abusing the system.
- The telephone consultations will help because at time when coming out of the doctor's room to book a follow up appointment, appointments are not available. We can now speak to the GP on the phone instead.
- Seeing your own allocated GP can sometimes cause problems as patients do just want to see any GP for their appointments. Maggie responded – We try to keep patients with their allocated GPs as this doctor does know them and it ensures continuity in their care.

Nargis spoke about the using Pharmacy first when patients have minor ailments.
Maggie spoke about appropriate use of nurse appointments.

Action Points –

- Receptionists to offer 10 and 15 minute appointments to patients.
- Clinicians to speak to patients about the appropriate use of appointments.
- If this change works than to implement in the afternoon.