

**PATIENT PARTICIPATION DES 2013/2014**

**PATIENT SURVEY PRACTICE REPORT ACTION PLAN 2014**

| <b>Ser No</b> | <b>PRG Proposals from Patient Survey</b>                       | <b>Practice Response</b>  | <b>Action</b>   |
|---------------|--|---|---|
| 1             | Saturday Morning Surgery 8-12 to help those that work Mon-Fri? | <p>There are a number of issues here:</p> <ul style="list-style-type: none"> <li>•Staff contracts-there would need to be an agreed change.</li> <li>•Extra Cost of paying staff for Sat.</li> <li>•Possible cost of having to recruit for someone to work Sat Morning.</li> <li>•Heating and Lighting.</li> <li>•Extra demands upon the working week of the doctors in the practice – additional appointments on a Saturday would be lost appointments throughout the week as all the GP's at the practice currently already work over 48 hours per week and do not wish to increase this further as work life balance is as important for us as it is for others</li> <li>•Discrimination – Would we be seeing only the working?, un-likely as we cannot discriminate between those that work and those that don't, so this may not be as helpful to those that</li> </ul> | Not cost effective to open the practice at a weekend, when there is currently an effective OOH cover at weekends for those falling ill. |

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|   |                                       | <p>work as you may think.</p> <p>Another question to be asked is how many of those that work would come on a Saturday? The working patients that would benefit from this most are those that need annual/routine review as those that are acutely unwell and needed to see a doctor urgently would often be off work/be sent home early. For routine reviews we do already offer pre-bookable appointments from as early as 08.30 and up till 17.50 at night every day Mon-Thurs.</p> |   |
| 2 | Information Leaflets etc for Patients | <p>Not enough room on current notice boards for all the patient information that comes into practice, a suggestion was for a folder full of useful info for patients to browse thru</p>   | <p>Practice to Implement Folder over next 6 months made available in the waiting room. And to be updated as needed.</p> |