

The Pool Medical Centre - Original visit: 13th April 2015
Pool Road, Studley, B80 7QU

Practice Information * Information received from Surgery

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Recommendations:

Recommendation 1:

The surgery to develop a consistent approach in regard to informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in reception to notify patients of current waiting times. The surgery is currently working with their patient representative groups on this and it is recommended that this continue.

Has this recommendation been met? Yes No

Comments:

Patients are routinely informed by a receptionist if there are any delays which impact on their appointment. We continue to work with our PPG. The practice has previously looked at providing a JAYEX board to inform patients but due to a lack of funding we have not been in a position to purchase this.

Recommendation 2:

The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.

Has this recommendation been met? Yes No

Comments:

Over the last year the practice has been involved in “Triumvirate leadership training” this included a GP, Practice Nurse and myself. During this time we have been working on a project to improve patient Access, this has involved the whole team and our PPG. We have made significant changes to appointment system and we are also replacing our telephone system in May. We have also increased the amount of online appointments available. We have recently carried out a patient survey for which we are awaiting results.

Any additional comments:

No additional comments.

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