

Service Provider Response Form

Name of Service: Robin Lane Health & Wellbeing Centre

Date: 14th November

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Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Review the telephone appointment system to ensure patients do not have to wait too long and consider having music played in between automated messages.	we continue to work on maintaining adequate staffing to improve the patient experience & wait times	Clinicare & the Partners	Ongoing
Consider the number and availability of appointments that can be booked online and by phone. This could be important for patients working and unable to book at 8am when appointments are normally released. Promote the use of online prescription services, telephone consultations, and getting test results by phone, particularly for patients unable to come into the surgery.	We currently have 44% of our patients registered for online services (one of the highest in the Leeds CCG area). All GP appointments that are available on the telephone are also available at the same time online. Patients can gain access to their details; Patient Record online and order repeat medication online. We will continue to promote this access method.	Clinicare & the Partners	Ongoing
Look at why so many patients are having to wait over their allotted appointment time and review the system considering this.	We will conduct a patient survey	Clinicare	January 2019

Ensure that information about how to register feedback is displayed and visible.	A new notice board has been ordered and this will be displayed in the waiting area which will highlight how patients can feedback and complain.	Clinicare	December 2018
Promote the purpose, meetings, events and minutes of the Patient Participation Group.	These will be added to the noticeboard and to our website	Clinicare	Jan 2019
Work with the pharmacy to look at ways of improving patient experience through making the process easier to understand.	The pharmacy is an independent organisation and we are aware that there have been and continue to be delays with patient's prescription requests that don't seem to be experienced by the other pharmacies that our patients use. We will display our patient prescription process clearly in practice for patients to see.	Clinicare	December 2018