

Cestria Health Centre Patient Participation Action Plan 2015

Description of priority Area		What actions are to be taken to address the priority?	Action Required	Results of actions and impact on patients and carers (including how publicised)
1.	Alleviate congestion at the front reception desk	Utilising one of the hatches for prescription collection/queries	DH to review the organisational structure in reception to reduce waiting times for patients queuing at the front reception desk.	We have reviewed the way the receptionists work to try and reduce the time that patients wait to speak to a receptionist at front desk. We now have a receptionist positioned at the front desk to alleviate any inappropriate waiting for patients (actioned October 2014). It was also agreed that we would utilise both hatches at the front desk when deemed to be necessary. All reception staff are reminded to request colleague assistance if the queue is longer than 3 patients (actioned October 2014). We have also employed an additional receptionist to ensure there is no detrimental impact on the answering of the phones due to a receptionist being permanently on the front desk (new receptionist started wk commencing 23.3.15). Patients are encouraged to use the online prescriptions service (Electronic Prescription Service) which means the prescription will go straight to their nominated pharmacy rather than having to queue to collect their prescription.
2.	Confidentiality issues in the main waiting room and at the reception desk	Music in the main waiting room, consider acoustic ceiling tiles for the main waiting area, additional training for receptionists and a notice to inform patients that they can speak confidentially with a receptionist if required.	DH to organise music for main waiting area, additional training for receptionists, and quotation for acoustic ceiling tiles.	Regarding patients in the waiting area and at front desk overhearing confidential conversations by staff in the reception area, we have introduced a CD player (actioned October 2014) into the waiting area and we will survey feedback from patients to measure improvements made to confidentiality in reception and waiting areas. Training has taken place with the receptionists to ensure confidential discussions do not take place in earshot of other patients and not to repeat patient names or personal details when speaking to patients on the telephone (actioned October 2014). We have also introduced a notice to inform patients that there is a private interview room available should patients need to discuss something confidential with the receptionist (actioned October 2014). The telephone on the front desk has been removed to ensure confidentiality is maintained. We are currently seeking advice and quotations for replacement of the ceiling tiles in the main waiting area to acoustic tiles.
3.	Improve the internal directional signs taking into account the colour, size, height and whether the signs should be attached to the ceiling or to the wall.	Quotations and advice from companies who specialise in NHS signage on how to improve the internal directional signs	DH to meet with specialist companies to decide on course of action.	We are in the process of seeking advice and quotations to improve our internal signage to assist in providing directions within our building, and to let patients know when they have reached the room they are looking for. We are looking at improving the typeface, the colour of the letters, the background colour and ensuring the wording and placement are unified, clear, consistent and at the correct level. We also need to explore the use of symbols to help people with visual impairments find their way around and access and safety signs to help people with physical impairments or disabilities.