

**Wharfside Clinic
12 Month Review of Status of
Patient Satisfaction Survey (2008) Action Plan**

Issue	Update
<p>Toilets –</p> <p>11 people specifically raised this in 2008</p> <p>Poor standard of ventilation, generally worn out appearance and insufficient capacity to meet patient demand</p>	<p>The toilets have been completely refurbished</p>
<p>General Practice 20+</p> <p>Patient experience patchy, health inequality in primary care being faced by patients with HIV</p>	<p>A research proposal has been developed by members of the Forum</p> <p>A further questionnaire is being distributed to Wharfside patients in December 2009 to inform PCT commissioned GP Access Steering Group</p>
<p>Dentistry (links to GPs)</p> <p>Access to dental services (NHS or private)</p>	<p>WSPF liaising with Westminster PCT local involvement network – PCT itself is working to improve local NHS dental provision</p> <p>New NHS surgeries being opened locally</p>
<p>List of Wharfside services</p>	<p>Updated list is due to be available to patients in November 2009</p>
<p>“OneStop@Wharfside”</p> <p>Patient interest is very high (66%) but referral rate remains low –</p>	<p>The model of care for all patients at Wharfside is gradually being moved over to the One Stop model</p> <p>Email notification of results has been reviewed and approved by the Trust. Patients to ask their Consultant /</p>

<p>4 Patients reporting non receipt of email results particularly when they have their annual consultant appointment</p>	<p>nurse to email them with their results & confirm current email address.</p>
<p>Results by phone Issue carried over from 2008</p> <p>Confusion over what number to ring and when, what results are given,</p>	<p>See above</p>
<p>Text reminders before appointments</p> <p>Carried over from 2008</p> <p>Could text be used for results as well ?</p>	<p>Opt out service for appointment reminders to be introduced for all patients attending Wharfside once publicity campaign has run for 3 months</p> <p>See above</p>
<p>Patient Confidentiality 3</p> <p>Other parts of St. Mary's inadvertently disclosing patient HIV status through discharge letter process after referral from Wharfside</p> <p>Trust is at risk of legal action here</p>	<p>Will be covered as part of current "copying letters to patients" review group</p>
<p>More evening appointments 6 (plus several more commenting on difficulty getting appointments overall)</p>	<p>There have been 2 additional evening clinics established since the survey.</p> <p>It is expected that the appointment reminders system will increase access to appointment potential</p>

<p>PEP Clinic 2</p> <p>Is Friday the only day this could run?</p>	<p>The day of the week the nurse led PEP clinic is being held is currently under review</p>
<p>Copying Letters to Patients <u>100</u></p> <p>Patients report not being offered copies of letters (but unsure if they are patients where letters were actually written)</p>	<p>Copying letters to patients group currently meeting. Standing item on the HIV Management Team agenda</p>
<p>Information for patients 23</p> <p>Info on drugs and treatments</p> <p>Info on Wharfside Services, opening times, What to do if prescription runs out</p>	<p>A new computer is in situ but is currently not working, this will be investigated by the Reception Manager</p> <p>All patient leaflets are currently being reviewed by the Trust Communications Department</p> <p>Updated list is due to be available to patients in November 2009</p>
<p>Feedback regarding other services at St. Mary's 13 critical comments</p>	<p>These were fed back by the previous General Manager</p>
<p>Pharmacy waiting times 14</p>	<p>Senior Pharmacists have met with the Patient Forum to discuss, no further action required.</p> <p>Home Delivery of drugs continues to be offered</p>

Wharfside Waiting room 3 Plants not being watered, looking scruffy	Dead and dying plants have been removed and the waiting area re-decorated
Wharfside Waiting room 3 Stifling in hot weather – needs a fan	Fans were available in 2009 and heat was not a cause for complaint however wall mounted fans are to be ordered in readiness for 2010 as soon as possible