

Nurse Led Open Clinic for Minor Ailments

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Background

In response to our Patient Satisfaction Survey in 2013-14 the practice team decided to look at new ways of working. In an attempt to address access and provide patients with an on the day service for minor ailments the practice decided to pilot a Nurse Led Open Clinic for Minor Ailments. This is a "DROP IN CLINIC" where patients can present at the surgery between 8.30am and 11.00am, they report to reception on arrival and then wait to be seen. The service does not replace emergency appointments which require GP assessment or routine appointments for on-going chronic problems, so patients are advised that the reception staff will request a history of their problems to ensure they are signposted to the most appropriate service.

As the clinic had been set up to help improve our patients' access to a Healthcare Professional we approached the service users to obtain feedback on how beneficial our patients have found the service.

Aim

To establish how beneficial the service is and depending on the results of the survey continue providing the service and if necessary alter the way the service is delivered.

Method

A patient satisfaction survey questionnaire was developed for patients to provide feedback on the service provided and the following questions were asked:

1. HOW ACCESSIBLE DID YOU FIND THE CLINIC?

Extremely Very Fairly A little inaccessible Not accessible

2. HOW CONVENIENT DID YOU FIND THE TIME OF THE CLINIC?

Extremely Very Fairly A little inconvenient Not convenient

3. WAS YOUR PROBLEM DEALT WITH?

Yes No

If your problem wasn't dealt with please briefly tell us why

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5. HOW QUICKLY WERE YOU SEEN?

Within 15 minutes Within 15 to 30 minutes Within 30 to 45 minutes
longer than 45 minutes

6. OVERALL, HOW SATISFIED ARE YOU WITH THE NURSE PRACTITIONER LED OPEN CLINIC FOR MINOR AILMENTS?

- Extremely satisfied Very satisfied Fairly satisfied
Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
Extremely dissatisfied

Thinking about your response to this question, what is the main reason why you feel this way?

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7. WOULD YOU USE THIS SERVICE AGAIN?

- Yes No

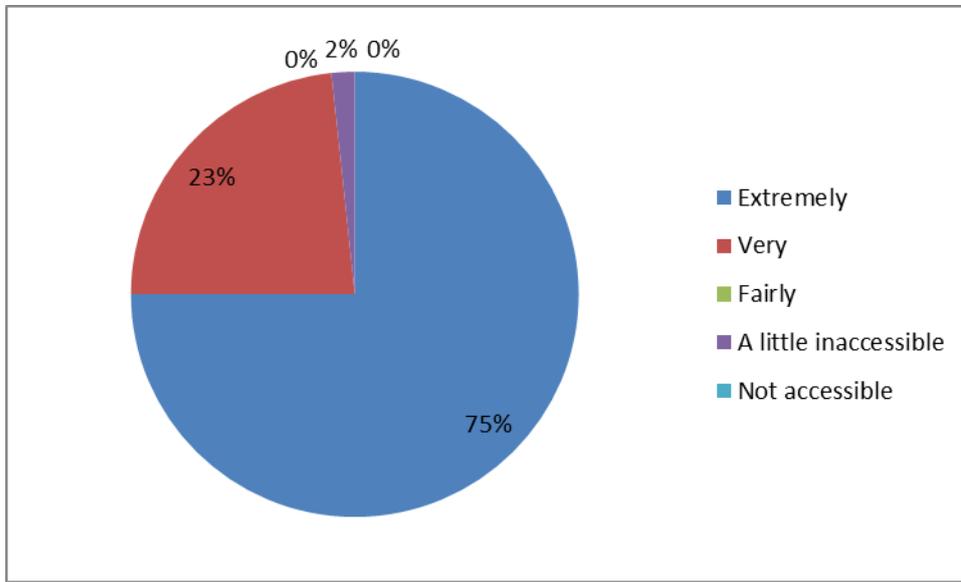
Results

Of the patients using the service 65% were female and 25% were male 10% chose not to complete the age/sex survey

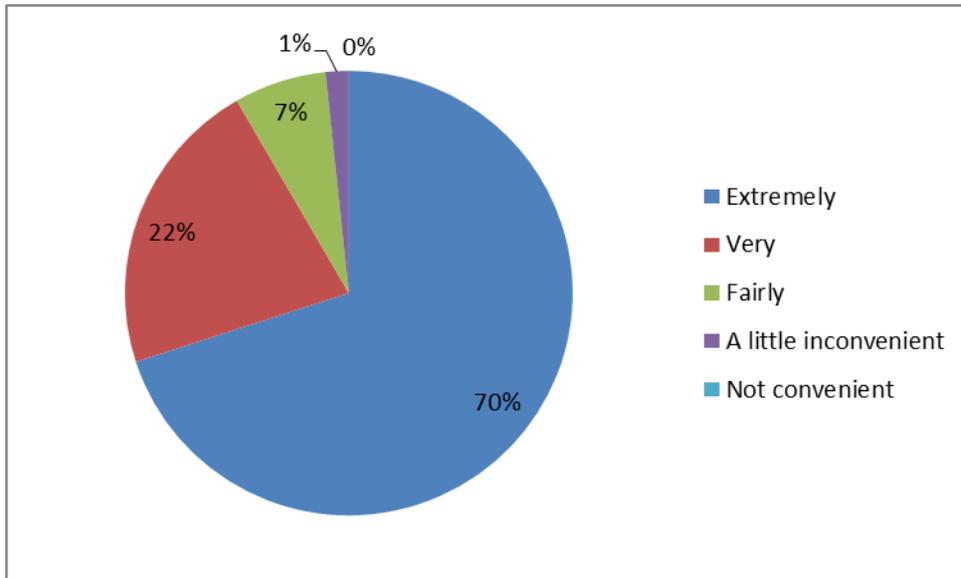
Age groups using the service were as follows:

Under 25	25-44	45-64	65-84	85+	No Comment
18%	14%	22%	28%	8%	10%

98% of patients found the service either extremely or fairly accessible

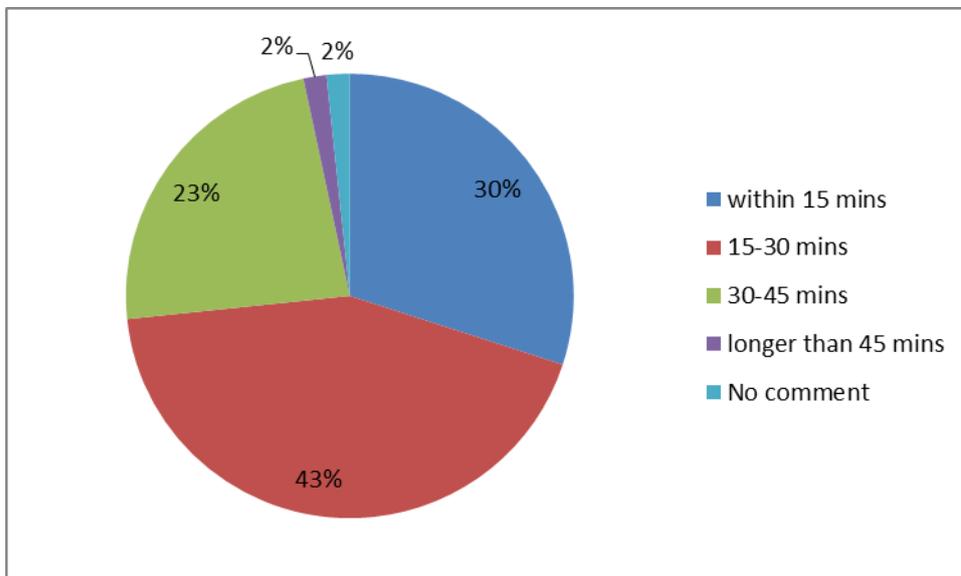


92% of patients found the service to be either extremely or very convenient

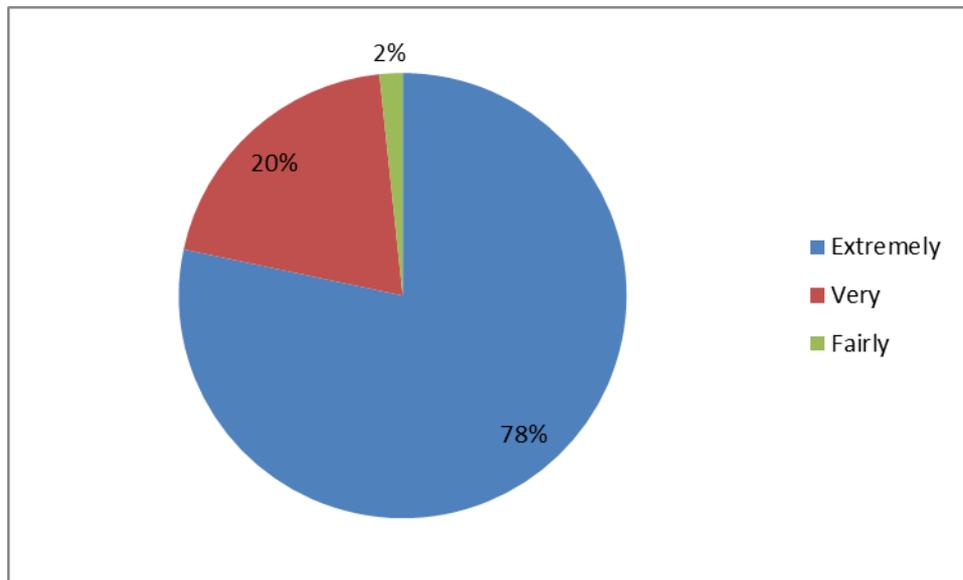


100% of patients reported that their problem had been dealt with and did not require referral to a GP

73% of patients were seen within 30 minutes of checking in at reception



98% of patients were either extremely or very satisfied with the service



100% of patient would use the service again

We also received the following comments and feedback from the patients using the service:

I have found the clinic a god send ideal around work and school when you have children

Seen within the allotted time. Compassion and advice given

Just the parking, not enough spaces

Explained symptoms well

Excellent service from Nurse

Poor parking

Always receive excellent advice and good to be seen that same day

I was dealt with quickly and efficiently for first phone call to being given medication. Well done!

Satisfaction

Seen same day and so more able to find ease of mind

I telephoned this morning and I was seen and treated within the hour

The nurse was able to see me quickly when I really needed help

Great service for people who work

Very accessible

the nurse was very helpful and knowledgeable

being able to see a nurse straight away, very good idea for freeing up valuable time for doctors to attend to more serious illnesses

I needed help and received it quickly

Because I can be seen the day I have a minor problem

My problem was dealt with as with the doctor

Was provided medical attention excellent NHS!!

Time waiting to be seen

Personally it is very convenient. It gives more time for the doctors to see patients who are more ill

Quick and efficient service for my problem
Very good advice and management
Staff was pleasant, helpful and efficient
Speed of treatment without bothering doctor
No problems at all with treatment and nurse service excellent
Nowhere to park
Would be better if it was open from 7.30am
All the kids were seen very quickly with no trouble
It was quick and we knew the problem quickly
Efficient and positive
It's great for emergencies
Because I could be seen that day
Efficient and available
The nurse came across in a good manner and was very helpful in her advice

Conclusions

The service has been very well received with 98% of patients being either extremely or very satisfied with the service and 100% of patients stating that their problem was dealt with and that they would use the service again.

The comments are very positive apart from the issue of parking. This is a difficulty we are aware of and unfortunately are not in a position to address.

Recommendations

The practice will continue to provide the service on a permanent basis.