

Name of Service: Contraception and Reproductive Health Service  
Action plan resulting from Family and Friends Patient Feedback  
Survey 2015-16

You told us this	As a result
You found the staff friendly, that you were given an explanation and information	We will ensure that we continue to provide these.
You experienced a long wait to be seen	We will look at ways to see how we can reduce the waiting times within our walk in service. We will also ensure that we keep you informed of the waiting times and let you know of other clinics which have shorter waiting times.

## Action Plan:

### Reduce waiting times within the walk-in clinic

A. To help alleviate the waiting times in the C&RH walk-in clinics, the service has implemented telephone consultations for patients requiring implant/intrauterine insertions or removals. Telephone consultations have been advertised on the Bromley Healthcare web page. By offering a telephone consultation this reduces the need for two visits to our clinics, allowing the patient to be consulted outside of our normal opening hours and in any environment.

A. Single point of entry referrals are received into our service via GP's for intrauterine/implants they will be contacted by phone and offered an appointment with an appropriate Health Care Professional without the need to attend clinic for an initial consultation.

On the Bromley Healthcare webpage we have posted advice regarding our Beckenham Beacon clinics which are our busiest clinics requesting patients do not attend at the beginning and try to come later in the session to prevent the common bottle neck at 3pm.

Two booked nurse slots for implant removal have been added to our two Beckenham Beacon clinics to increase appointment capacity and reduce the pressure placed on nurses to remove implants within the walk-in setting.

Our services are highlighted to GP's in their Electronic newsletter and in the New Year C&RH management team will present to GP's at one of their evening Continuing Professional Development sessions.

## Keep patients informed of waiting times

Clinic supervisors are responsible for managing patient flow and monitoring patient's journey through clinic. Clinic supervisors are the first point of call for patients and it is at this point waiting times can be addressed, they are in a position to give patients an **approximate** guide to current waiting times within the clinic, however they cannot predict how long each patient will take and cannot account for complicated/complex patients attending . A patients consultation can be as quick at 10 minutes but may take up to 1 hr depending on so many factors, a clinical supervisor cannot know what takes place in a consultation room therefore they are not always correct in their estimation of waiting times, this is the nature of walk-in service

## Let patients know of other clinics which have shorter waiting times