

## Patient participation group meeting

### 27.1.14

Several members of the group are currently unable to attend the meetings. We have had some new members this time but none of them were able to attend the meeting. 1 member of the group attended, the practice was represented by Fran Duggan.

### Student volunteers

As discussed at previous groups we have advertised for and appointed 3 students to help generate more interest in the patient participation group particularly amongst the student practice population. We held interviews before Christmas and with the help of a member of the university Welfare Department and a member of the patient participation group we interviewed 6 students.

Two of the students have been into the surgery to help administer the patient satisfaction surveys. One of the students was able to attend tonight's meeting. We appreciate the time and effort that they are willing to give to the patient participation group. It is hoped that they will have new ideas about how to run the group and canvas student opinion about the services we offer.

### Patient satisfaction survey

The survey has been completed over the last few weeks and the results are attached in the appendix 1. We were generally pleased with the results of the survey which continue to show that our patients are generally happy with the service that we offer.

#### 1. Use of on-line services

The number of patients who had tried to book an appointment on line had increased compared to last year's results. There is still a disparity between the number of patients who say that they wish to book on line and the number who do so. We have advertised this service consistently both in person and through notices and text messages since September. The number of on-line appointments being booked has increased but we still feel that there is potential for this to increase further.

#### 2. Surgery website

The number of patients using the surgery web site and finding it useful has increased. There continue to be comments about the ease of use and the appearance of the website. At the last PPG meeting we reviewed the website and the members of the group felt that the new design and the information available was an improvement on the previous website. The group members were pleased with all the work that had been done on this by the IT clerk.

#### 3. Practice nurses

There seems to be a growing awareness that our practice nurses are all nurse prescribers and can see and assess patients with minor illnesses.

#### 4. Phone access

The percentage of respondents who felt that phone access was good or very good had increased by nearly 10% compared with last year. The percentage of patients who felt that it was easier to get through on the phone this year compared with last year had also increased.

## 5. Satisfaction with care at the surgery

88% of respondents were happy or fairly happy with the care at the surgery. This is an increase of 5% from last year. 1% were unhappy and 11% either did not know or gave no response.

58% of patients would recommend the surgery to someone moving in to the area. This is an increase compared to last year's figures. 28% might recommend the surgery. Only 1% would not recommend the surgery.

## 6. Satisfaction with the GP consultation

The figures for this set of questions were very similar to last year and continue to be high, mainly in the high 70s and 80s. Approximately 10% of respondents entered no opinion or doesn't apply.

## 7. Patient participation group

Only 27% of respondents know that there was a patient participation group, despite advertising both in the surgery, on prescriptions, and by text.

Nearly half the respondents to the questionnaire were 18-24 and were in full time education. This is always encouraging as although we do not manage to get much student involvement in the PPG itself we usually manage to get a large number of the questionnaires completed by students and so are able to get an impression of their views and opinions in this way.

## Action plan 2013-14

Having reviewed the survey results and taking into consideration the views and opinions of the group throughout the year, we suggested the following action plan;

1. To continue to develop the patient participation group with the help of the student volunteers. Exploring new opportunities to canvas the opinion of patients in the waiting room, trial a drop in PPG meeting during the day that may suit both students and non-students who do not wish to attend an evening meeting.
2. To investigate the discrepancy between the numbers of patients who would like to book on-line and those who manage to do so.

## Action plan 2012-13

1. **Encourage the use of the on line services.**

We have actively promoted the on-line services and have seen a substantial increase in the number of patients who have a password and log-in and the number of patients using the on-line repeat prescription request service. The attached data ( appendix 2) shows how this has improved over the last year. An increasing number of patients are booking their appointment on line but this has not taken off in the way that we had hoped.

We think that there may be several reasons for this. We have had issues with staff sickness during this year and for some periods of time have not been able to offer many pre-booked appointments. This will have impacted on the number of appointments available on-line. We only made the immediate access appointments available on-line in September in time for the new student intake. We plan to survey patients to discover what the difficulties are in using this service and also hope to be able to survey those patients who are using the immediate access booking service successfully on-line. For these reasons we want to continue to develop this service during the coming year.

## **2. Continue to monitor and further improve the appointment system.**

As explained above we have continually monitored the appointments system throughout the year. We have discussed the data that we have collated about the appointment system with the PPG and used this to try and alter the balance of appointments in order to provide the best service possible for the patients. In view of the staff shortages that we have experienced we are pleased that this has had little or no impact on the service from the patient's point of view. We aim to provide around 100 immediate access appointments every day and have managed to do this most of the time. We would like to be able to have the appointments available on the system at least one month in advance. Unfortunately staff absence has also affected this aim. We hope to be able to improve on this in the coming year.

## **3. Development of the PPG**

The numbers of patients attending the group seemed to have been increasing which was encouraging. We have a significant list of patients who have expressed an interest in attending the group and have tried to use the appropriate method to communicate information and dates of the meeting to everyone. The development of the group is obviously something that we need to continue to work on as people's commitments change, their health, social and work situations change. In view of the decline in numbers of people able to attend the January meeting, we may need to think about organising the group in a different way or promoting it differently to encourage new attenders.

## **Feedback from external meetings attended by group members**

One of the members of the group has attended the Patient participation group forum previously and is happy to do so again. It is hoped that he will be able to give further feedback to the group and the practice at the next meeting in March.

## **Discussion re information sharing and patient records**

At the previous meeting the projects relating to use of patient's records and information sharing were discussed. This was mentioned again this time and it was agreed that although the practice has sent texts to patients about this and has made information available in the waiting room, it would be a good idea to send a further text making patient's aware of the information available at the surgery and on the website.

**Action FD**

## **Future plans**

It was agreed that we would hold the next meeting in March to discuss the report and finalise the action plan. In the meantime the surgery would work with the student volunteers to try to raise awareness about the patient participation group.

**Date of next meeting; Monday 10<sup>th</sup> march 6.15**

## Appendix 1

<b>Have you seen a doctor or nurse at the surgery in the last 6 months?</b>	
Yes	206
No	59
<b>How do you usually book your appointments to see a doctor or nurse at the surgery?</b>	
In person	75
By phone	209
Online	13
<b>Which of the following methods would you prefer to use to book an appointment at the surgery?</b>	
In person	40
By phone	133
Online	108
No preference	38
<b>Have you tried to book an appointment on-line?</b>	
Yes	49
No	215
<b>If you have tried to book on-line but have experienced problems, it would be helpful if you could explain what these were. Please add any other comments that you feel would help us to improve this service.</b>	
<i>Free text answers have been omitted</i>	
<b>Have you used the surgery website?</b>	
Yes	130
No	133
<b>Do you find the website easy to use?</b>	
Yes	124
No	33
<b>Do you find it useful?</b>	
Yes	108
No	15
<b>Please suggest any ways that we could improve the website.</b>	
<i>Free text answers have been omitted</i>	
<b>When you book an appointment, how often do you get the doctor you prefer?</b>	
Always or most of the time	41
A lot of the time	34
Some of the time	58
Never or almost never	17
Don't mind who I see	98

<b>If you need to see a GP urgently, can you normally be seen on the same day?</b>	
Yes	108
No	35
Sometimes	60
Don't know/never needed to	41
<b>If you think that you need to be seen urgently and you are told that there are no appointment left, did you know that you can</b>	
Speak to the reception manager - YES	63
Speak to the reception manager - NO	165
Ask to speak to the doctor on-call - YES	118
Ask to speak to the doctor on-call - NO	114
Ask for a telephone appointment - YES	121
Ask for a telephone appointment - NO	109
See the nurse - YES	157
See the nurse - NO	69
<b>How easy is it for you to get an appointment with a practice nurse at the surgery?</b>	
Haven't tried	60
Very easy	76
Fairly easy	81
Not very easy	7
Don't know	24
<b>Did you know that all our nurses are nurse prescribers and can see patients with minor illnesses?</b>	
Yes	168
No	80
<b>Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?</b>	
Very good	45
Good	120
Poor	47
Very poor	31
Don't know / never tried	3
<b>We have been trying to improve our phone access. Do you think that it is easier to get through on the phone now compared to last year?</b>	
Yes	91
No	46
Don't know	113
<b>In the past 6 months, how easy have you found the following? Speaking to a health professional on the phone?</b>	
Easy	97
Difficult	22
Never tried	124

**In the past 6 months, how easy have you found the following? Obtaining test results by phone?**

Easy	85
Difficult	19
Never tried	143

**In the past 6 months, how easy have you found the following? How do you rate the repeat prescription service if you use it?**

Very good	35
Good	45
No opinion	120
Poor	10
Very poor	1

**If you have had a problem with the repeat prescription service, please explain what this was?**

*Free text answers have been omitted*

**How satisfied are you with the hours that your GP surgery is open?**

Very happy	108
Fairly happy	122
Fairly unhappy	12
Very unhappy	4
Don't know	3

**How do you rate the way you are treated by the receptionists at your surgery?**

Very good	150
Good	91
Poor	8
Very poor	1

**In the reception area, can other patients overhear what you say to the receptionists?**

Yes, but I don't mind	118
Yes, and I am not happy about it	56
No, other people can't hear	16
I don't know	50

**In general, how happy are you with the care you get at your GP surgery?**

Very happy	118
Fairly happy	118
Fairly unhappy	5
Very unhappy	1
Don't know	12

**Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, would definitely recommend	155
Yes, might recommend	75
Not sure	17
No, would probably not recommend	3

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Giving you enough time?**

Very good	116
Good	86
Neither good nor poor	19
Poor	7
Very poor	4
Doesn't apply	11

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Asking about your symptoms?**

Very good	118
Good	89
Neither good nor poor	18
Poor	7
Very poor	1
Doesn't apply	13

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Listening?**

Very good	128
Good	88
Neither good nor poor	13
Poor	7
Very poor	0
Doesn't apply	10

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Explaining tests and treatments?**

Very good	104
Good	83
Neither good nor poor	26
Poor	8
Very poor	3
Doesn't apply	20

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Involving you in decisions about your care?**

Very good	100
Good	87
Neither good nor poor	24
Poor	8
Very poor	4
Doesn't apply	21

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Treating you with care and concern?**

Very good	120
Good	81
Neither good nor poor	19
Poor	5
Very poor	7
Doesn't apply	13

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Taking problems seriously?**

Very good	121
Good	83
Neither good nor poor	15
Poor	6
Very poor	8
Doesn't apply	12

**The last time you saw a doctor at the surgery, how would you rate them in the following areas: Helping to manage your illness after appointment?**

Very good	87
Good	72
Neither good nor poor	37
Poor	8
Very poor	13
Doesn't apply	27

**How long do you usually have to wait at the surgery for your consultations to begin?**

5 minutes or less	33
6-10 minutes	76
11-20 minutes	82
21-30 minutes	21
More than 30 minutes	15

**How do you rate this?**

Very good	36
Good	105
No opinion	47
Poor	36
Very poor	7

**Are you given an apology if you are kept waiting?**

Yes	158
No	66

**We offer a number of specialist services that are not often available at the GP surgeries. If you have used these services please answer the following questions. Are you satisfied: With the musculoskeletal/sports medicine clinic?**

Yes	26
No	7
Never used this	184

**Are you satisfied: With the ultra sound scanning service?**

Yes	25
No	3
Never used this	185

**Are you satisfied: With the contraceptive services we offer?**

Yes	82
No	3
Never used this	130

<b>Are you satisfied: With the minor surgery service?</b>	
Yes	32
No	6
Never used this	175

**If you are not happy with these services please let us know what we could do to improve them.**

*Free text answers have been omitted*

<b>Did you know that the surgery had a Patient Participation Group?</b>	
Yes	74
No	161

**If you would like to attend the Patient Participation Group meetings, please speak to one of the receptionists. Please have a look at the website for more information about the group. Do you have any other general comments or suggestions about the surgery?**

*Free text answers have been omitted*

<b>Are you male or female?</b>	
Male	65
Female	170

<b>How old are you?</b>	
18-24	127
25-34	42
35-44	33
45-54	23
55-64	8
65-74	3
75-84	0
85 or over	0

<b>Which of these best describes what you are doing at present?</b>	
Full-time work	67
Part-time work	14
Full-time education	114
Unemployed	14
Permanently sick or disabled	9
Fully retired from work	4
Looking after the home	7

**Doing something else (please specify)**

*Free text answers have been omitted*

<b>In general, how would you describe your health?</b>	
Excellent	23
Very good	73
Good	82
Fair	37
Poor	20

<b>Which ethnic group do you belong to?</b>	
White	36
White British	122
White other	11
Black or Black British	17
Black other	3
Asian or Asian British	22
Asian/Indian	9
Chinese or East Asian	4
Somali	1
Dual heritage	5

**Other Ethnic group (please specify)**

*Free text answers have been omitted*

## Free text responses

**If you have tried to book on-line but have experienced problems, it would be helpful if you could explain what these were. Please add any other comments that you feel would help us to improve this service.**

Appointment not available when i needed

Appointments not available. Dr i need to see is not available, i was once told to check in the morning and that there would be appointments but there weren't any. Your main issue is the appointment system overall. I was told your appointments system does not allow for appointments to be 'released for booking' at times. Only for repeat prescription requests

Appt not available in the same week

Cannot book or see available appointments for specific doctor

Couldn't log in with details given

Forgot password, had to visit surgery in order to reset my login details so that i could book appointments etc online. Would be a good idea if patients could to that online. (i.e.resetting their password)

Had to call in to register for service was easier just to phone

Hard to find appts with doctor you want

I can't get hold of the code thing

I don't want to engage "online" want to speak to a real person!

I forgot my username and password password criteria means passwords are hard to remember

I have lost/misplaced online login details

I received the login details and tried to register, but it said the details were incorrect. I haven't asked for new details as i prefer phoning anyway

I tried calling in for about 5 minutes but just couldn't get through

I tried to book an appointment online but it shows only future possible dates. It would be helpful if there will be appointments available at booking date since phonenumber doesn't work often

I'd forgotten my password & there was no way to proceed  
I'm a little put off by having to come in to the surgery to get a code for it, as if i have to come in, i may as well book in person.

I'm looking for the appointment before i get the password and do not use it when received.

It wouldn't load the page it said

Just lack of internet service at the time i wanted to book appointment. Just took a bit longer to do online. Quicker by phone

Limited availability with preferred gp

List of appointments limited

Logging you out after a short amount of time

Need code/password? To book online

Never been successful at logging on

Never tried

No comment, have not had any problems so far

No option to reset password. People can forget username and password after a while!

No problem whatsoever

No suitable appointments

No urgent appts available

None experienced

Normally doesn't show any available appointments

Not available online

Not sure how to book online

Not tried yet got password though

Only get your chosen dr available in a few weeks time, by which time the problem has gone or worsened!

Problem with two passwords two used in one house

So far i am happy that i am able to get appointments when i need them which is very useful, i hope it will continue to have this

Sometimes dates when gps are available aren't released until nearer the time, so its not poss to book appt with usual gp, unless in person. This means lack of continuity.  
The system did not work

There are couple links on the website that lead to inline appointment booking, one doesn't work so was a bit of a challenge to find a working link. Also its only possible to get appointments for next week. I usually need appointments within couple of days.

There aren't many appointments close by, long waiting, if you call you can't get through, by the time you do all appointments are gone

Too long/too far in advance - times not available that are convenient - not always access to appropriate dr's for problem experiencing

Tried instant access at 8am on monday but came up with no appointments for whole week.

Have not managed to book an appointment in advance with dr of my choice (for follow up appt)

Unsure how to register

Waiting time for these appt are long and also had several issues with logging in which made me change booking appt to phoning in.

Waiting time is a little long. The longest waiting time i have experienced is 2 weeks. May be the surgery could be improved at this aspect

**Please suggest any ways that we could improve the website.**

A little crowded on home page, a lot of info might be better split into clearer headings

Automatically register everyone for online appointments

Be able to sign up for online booking without having to call/come in

Clearer text

Condensing information about how to book appointments - making the websites a bit clearer - less bulk text.

Do not use

Don't use it  
Easy to find link to login page. Password help

Fix online appointments link, if you then appointments on the website all information about how to book them will be provided, next to online appointments links is not working

Fix online booking system

I have only used it to find contact details so no suggestions

I like the way the drs specialities are outlined

Its nothing special and offers me nothing that other sites offer me in better quality.

Ive never used the website

Less clutter!

Lime green is a bit bright and is distracting

Link to online booking didn't work when i checked

Link up repeat presc + appointments to the relevant web pages, so there are different paths to reach them other than this main page

Logo is a bit garish

Looks squashed with too much information could have better design/layout

Make it easier to book appointments with a particular doctor. Particulatly the longer term.

Make it easy to navigate. Easy to register without a prior request of temporary password.

Make the design clearer

More advertising for it

More apps avail

More info services offered, vaccines provided, lots of info on drs of expertise.

More quick and longer app

N/A

Not remotely interested in using website, want personal contact with receptionist and doctor

Not so many links listed - more concise

Not used it

Not used the website can't comment

Repeat prescriptions

Things aren't arrange very logically the graphics are distracting, it could be made a lot simpler

**If you have had a problem with the repeat prescription service, please explain what this was?**

After 3 o'clock is not always easy to do.

All problems are from the pharmacy not the surgery meds not delivered on time.

Any time i'm must see doctor, - 2 months

At one time i misplaced the prescription but then i didn't know what to do?

Cant get code thing to do it online

Dont use it

Had to book an appointment just to get repeat prescription

I am not supposed to order prescriptions on the phone this causes me problems

I often call/visit the pharmacy only to find my prescription request hasnt been sent.

I would like to use the repeat p. Service but don't know how!

N/A

N/A never had a repeat prescription

Never used

Never used it

No flexibility to allow for holidays needing prescriptions early

On one occasion waited for a vital prescription longer than what it should have been.

Past info hard to find - i swap doctors during term

Prescription hasn't been ready for pharmacy

Some are due on sunday!

The time it takes for a prescription to be written

There have been a couple of times my prescription has been lost when sent to the pharmacy  
Won't let me have tramadol on repeat prescription, always have to see a doctor first but not always able to. Time-wasting

Wrong medication prescribed once. The reason for the error was explained

Yes i pick my prescription up in the gp

Yes. Have to fill in form but cant always get to doctors and there is no parking

**If you are not happy with these services please let us know what we could do to improve them.**

A diagnosis is given and then you are left to your own devices. Maybe a follow up appointment offered. This would be better than trying to arrange one yourself as on average when you call the next appointment is 3 weeks away and thats not even with the doctor you want to see!

Could be a lot easier to get contraceptive appointments

Happy with dr heaton

I think its ridiculous that you cannot book appointment in advance for another day and instead everyone is expected to rush to their phones at 8am in order to see a doctor. Is it presumed students are incapable of attending pre-booked appointments?

I thought the doctor i saw for back pain was rude and didnt care or listen and i was in pain but didnt care, awful experience. Luckily i havent seen or had that again

I was kept waiting for more than 40 minutes from the time of my appointment

N/A

Neil painter is totally radical and cool

Never been offered + i have severe fibromyalgia

They are fairly good

To explain more about the problems and to treat in advance not only the severe illnesses. I got no advice about preventive measures, just to wait when become worse or may be I become better by my own.

Was unhappy with last physio received, i thought i was not being listened to.  
Was very happy to have ulttrasound scan available at surgery - but had understood no longer available.

**If you would like to attend the patient participation group meetings, please speak to one of the receptionists. Please have a look at the website for more information about the group. Do you have any other general comments or suggestions about the surgery?**

1. Telephone services need to be improved urgently. This will help us (patients) save time.

2. If doctor/nurse is running late/behind the time schedule, can we be notified by text message or even by calling us.

Although being kept waiting a long time can be frustrating esp if you have to get to work, I think the care and service balances that out, would rather get better care than seen on time.

Always very clean reception staff very polite

Certain receptionists are unhelpful, and passive aggressively go about preventing you from seeing a dr, some make getting an appointment impossible. Appalling customer service by some.

Clearer signs for the toilets

Do have to wait to be seen by gp more than 5min's, sometimes longer

Doctors to be more polite and understanding as every condition/symptom to the patient can seem serious, this show concern do not belittle the effect of the condition

Generally very good practice, some of the doctors attitudes care towards are poor but once you find a doctor that attends to your need the services are very good.

Having only used this surgery 10 months, extremely happy with the doctors and nurses.

I am very satisfied overall. The main concern is availability of appointments and booking process online sometimes by phone

I find it quite difficult that a late appt can only be booked exactly a week in advance. You can't always pre-empt illness but sometimes work-ties. Dont allow normal appts

I have felt in the past that the surgery treats patients a little like a production line of students and that perhaps i wasn't being taken seriously. I even felt like announcing that i am no longer a student, i work, please treat me like a grown up. But i think this has improved now.

Receptionists are also less harsh than they used to be and some of my suggestions/concerns have been responded to well and improvements made. My only problem now is parking

I have had v. Caring and professional treatment here for many years. I feel v. Happy/lucky to have had so much support with m.d. and diabetes 2 etc

I struggle to remember times -text alerts are good. Bad experience was helped by lovely receptionist and lovely on call doctor who found the medication wasnt suitable and helped me switch, - better pre-appointment knowledge may help.

I think the doctors/nurses should ask at the end if there's anything else they can do for you.

I think the surgery is very good indeed!

I wish the surgery was open on weekends -closes later on thursday and friday

I would think about it

Longer working hours

Make it easier to book appointments over the phone

More care for children as they are treated like adults. They are much weak and have to have special care and special medicine.

More evenings would be useful as i work 8-6 everyday. Better online booking would also be great

N/A

No

No comments

None

Not i can think off at the moment

Nurse has given me the wrong medication before. Difficult to see a doctor

Overall happy with the care provided at the surgery

Phone call in the morning does not start at 8am. Took me 20 minutes reach through the line to book an appointment

The health professionals need more time. There's too much time looking at a computer screen

The receptionists, doctors and nurses are all very helpful.

The staff at the surgery are attentive, friendly and welcoming.

The wait at the surgery to be seen is ridiculously long, but if you are late there is a chance you won't be seen

The waiting time is too long. Sort it out

Time of waiting for test results is little long

Usually a very good service, with polite staff and good doctors that care about the patients

Very good, professional, up to date service patient focus - could improve on late openings more often and access f/up from regular gp - increased privacy at reception would be nice.

Very helpful very satisfied

Very nice looking surgery and helpful staff :)

While i don't mind waiting. There is always a delay. Maybe ask doctors if they think the slots are long enough for them to do their job, assess time slots from there.

**Which of these best describes what you are doing at present? Doing something else (please specify)**

Also part time work  
Also part time worker

Also part time working

Also works part-time

And part time work

And part time working

And works part time

Full time but currently on maternity leave

Full time university and part-time worker

I am between contracts - i usually work full time

Internship (4 weeks)

Internship

Is also in part time work

Looking after 2 daughters, full time education, part time work

Made redundant

Student and part time

**Which ethnic group do you belong to? Other ethnic group (please specify)**

Mauritian

Middle eastern

Mixed white british and caribbean

What is the difference between white and white other? Black and black other? This is absolutely wrong!

## Appendix 2

Month	Appointments Booked Online	Prescriptions ordered online	Appointments booked online immediate access	Total Patients with active SysOnline	% of Capitation with Online Access
May-11	3	14	0		
Jun-11	19	39	0		
Jul-11	28	40	0		
Aug-11	23	46	0		
Sep-11	27	51	0		
Oct-11	23	56	0		
Nov-11	24	56	0		
Dec-11	24	40	0		
<b>Total</b>	<b>171</b>	<b>342</b>	<b>0</b>		
Jan-12	24	72	0		
Feb-12	30	60	0		
Mar-12	32	86	0		
Apr-12	20	68	0		
May-12	26	80	0		
Jun-12	20	68	0		
Jul-12	19	76	0		
Aug-12	17	65	0		
Sep-12	18	70	0		
Oct-12	27	83	0		
Nov-12	26	78	0		
Dec-12	23	75	0		
<b>Total</b>	<b>282</b>	<b>881</b>	<b>0</b>		
Jan-13	33	92	0		
Feb-13	37	82	0		
Mar-13	31	100	0		
Apr-13	38	112	0		
May-13	41	206	0		
Jun-13	28	220	0		
Jul-13	17	262	0		
Aug-13	6	311	0		
Sep-13	68	262	23		
Oct-13	73	301		2299	12.90%
Nov-13	92	229		2324	12.90%
Dec-13	67	255		2359	13.10%
<b>Total</b>	<b>531</b>	<b>2432</b>	<b>23</b>		

**SystemOnline did not commence until May 2011**

**Appointments immediate access online didnt commence until Sept 13**

Repeat online audit done in reporting> miscellaneous> task report> change task type