

## Patient Survey Action Plan March 2014

Our patient reference group membership stands at 75 patients. Members were contacted by e-mail asking for input into the content of this year's questionnaire. 298 questionnaires were completed in paper form.

### Demographics of responders

66.00% female  
34.00% male

Under 16    2.00%  
16 to 44    15.00%  
45 to 64    28.60%  
65 to 74    29.20%  
75 or over   27.00%

### Analysis of Results

Area for Improvement	Action	Timescale Action by
<b>About Receptionists and Appointments</b>		
<b>Q1</b> <b>You said</b> The results of the survey show that the receptionists are appreciated by the majority of our patients 98% said that they are very helpful (77.00%) or fairly helpful (21.00%). There were some very positive comments written about the front of house team.	To continue to ensure receptionists continue to be well trained in customer service skills.	Immediate and ongoing        Practice Manager Reception Manager
<b>Telephones</b>		
<b>Q2 &amp; 3</b> <b>You said</b> There was a slight dip in the percentage of patients saying that it is very easy or fairly easy to get through on the phone Total 66%. 27% say it is not very easy and 9% say it is not easy at all.	We will continue to ensure phones are manned to capacity first thing in the morning. Encourage patients to call at particular times of day for results by changing the greeting on the main phone line.   We will continue to try and improve telephone access to clinicians.	Immediate and Ongoing        Practice Manager

<b>Appointments</b>		
<p><b>Q4 ,5 &amp; 6.</b> <b>You said</b> 65% said that they can see a GP urgently on the same day 20% said they had never tried or needed to. 15% said they couldn't.</p> <p>60% now say that it is very easy or fairly easy to book ahead. An improvement on last year.</p>	<p>There is always a GP on Duty to deal with urgent matters. We try and offer as many patients as possible an appointment on the day. At the very least every patient will be offered a telephone call when the matter is urgent. We intend to raise the profile of self help during 2014 with support form our patient group who are to launch a patient/surgery link initiative this year.</p> <p>Our advertising appears to be getting the message across but further work to promote the fact that patients are able to book ahead is still required.</p>	<p>We have advertised our services more widely and will continue to do so. All emergencies will be seen on the day.</p> <p>Immediate and ongoing</p> <p>Whole Team</p>
<b>About Opening Times</b>		
<p><b>Q11 &amp; 12.</b> <b>You said</b> That you are happy with our opening times 90.5% said that the practice is currently open at times convenient to them. This is an improvement on last year's results. 37% said that they would welcome Saturday opening.</p>	<p>We will continue to provide 4 x extended hours surgeries per week that are pre bookable. There is a 100% uptake.</p> <p>There are no plans at the present time to open on a Saturday.</p>	<p>Immediate and ongoing</p> <p>Practice Manager</p>
<b>Doctors</b>		
<p><b>Q 13 &amp; 14</b> <b>You said</b> 74.6% of those who took part in the survey said that they preferred to see or speak to a particular doctor.</p> <p>63% said that they always or nearly always saw or spoke to their preferred GP, a significant improvement on last year and a further 24% said that they managed this a lot of the time.</p>	<p>We know that patients prefer to see the same doctor as it ensures continuity of care. We will continue to strive to offer a variety of appointments for each of our GPs to make them as assessable as possible to our patients. We are pleased to see an improvement here.</p>	<p>Ongoing</p>

<p><b>Q15 to 18</b> <b>You said</b> 80.7% of you said that you understood your health problems</p> <p>79% said you cope with your health problems</p> <p>71.9% said that they knew how to keep themselves healthy.</p>	<p>Around about 12% in each category said that they were unsure. We use patient information leaflets quite widely within the surgery, useful links to online information can also be found on our website. We will further promote the use of these resources where patients need further information.</p>	<p>Immediate</p> <p>Whole team</p>
<b>Practice Matters</b>		
<p><b>Q21.</b> <b>You said</b> 80.3% of responders have still not been on the surgery website.</p> <p>23% said that they knew they can now order repeat prescriptions online. This service was only introduced in Jan 2014.</p>	<p>We still need to improve on this figure. Introduction of the ability to order prescriptions on line will help as patients register for this service. We will be migrating to a new clinical system this year and will be introducing appointment booking online, which will undoubtedly have an impact on this result.</p>	<p>Sept 2014</p> <p>Practice Manager</p>
<p><b>Q 21.</b> <b>You said</b> 69% of you are now aware that you can book an appointment up to 2 weeks in advance. An increase of 26% on last year.</p>	<p>We will continue to advertise the fact that we offer pre-bookable appointments. This will improve continuity of care.</p>	<p>Immediate and ongoing</p> <p>Whole team</p>
<p><b>You said</b> 60% of you are aware that the surgery has a patient group.</p>	<p>Our patient group was re-launched during 2013 and we will be working closely with the group to raise its profile and strengthen it's position within the surgery and community. There are plans for the group to provide a patient surgery link services by increasing their presence in the surgery during surgery opening hours.</p>	<p>Ongoing</p> <p>Whole team</p>

## **Comments on other areas of the questionnaire**

**Q20:** It was rewarding to read that 71.00%% said that they would definitely recommend us to someone who had just moved into the area. And a further 26.00% said yes they probably would. This has been backed up by many positive remarks added to our feedback/suggestion book in reception.

There were many very positive comments added to the bottom of the questionnaires which we find very encouraging at a time when General Practice is coming under fire from the media and taking on additional work in the management of long term conditions.

The very few adverse comments we received related to:

Getting through on the phone

Waiting times

Queuing outside before we open.

Being unable to see their own doctor

Weekend cover

Décor is cold

## **Summary**

The survey was presented to our patient participation group at their meeting of 10 March 2014. The results and report will be published on the website by 31 March 2014. Patient Reference Group members have been invited to access the results and report on line.