

## Review of 2012/2013 Patient Survey Action Plan

Area for Improvement	Action	Outcome
<b>About Receptionists and Appointments</b>		
<p><b>Q1</b> <b>You said</b> The results of the survey show that the receptionists are appreciated by the majority of our patients 98.9% said that they are very helpful (80.5%) or fairly helpful (18.4%). There were some very positive comments written about the front of house team.</p>	<p>To ensure receptionists continue to be well trained including customer service skills.</p>	<p>2013/2014 results show that 98% of you continue to find our reception team very helpful or fairly helpful. Once again we received many favourable comments in this respect. Despite the introduction of several new members of our reception team during this year, we have managed to maintain this result.</p>
<b>Telephones</b>		
<p><b>Q2 &amp; 3</b> <b>You said</b> There was another slight improvement in the percentage of patients saying that it is very easy or fairly easy to get through on the phone Total 71.8%. In answer to the question as to whether they had seen an improvement in the answering of phones in the morning 61% said they had.</p>	<p>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 etc.</p> <p>We will continue to try and improve telephone access to clinicians.</p>	<p>We have seen a dip in the percentage of you who find it very easy or fairly easy to get through on the phone. We continue to man 6 lines every morning. However, we have seen a growing demand for our services which has affected this statistic. We will be introducing online booking during 2014/2015.</p>

<b>Appointments</b>		
<p><b>Q4 ,5 &amp; 6.</b> <b>You said</b> 64% said that they can see a GP urgently on the say day 19.5% said they had never tried or needed to. 15.7% said they couldn't.</p> <p>Results on how easy it is to book ahead in the practice are similar to last year.</p>	<p>There is always a GP on Duty to deal with urgent matters. This is a matter of education and the role of the Duty doctor will be made more available to our patients.</p> <p>Further work to promote the fact that patients are able to book ahead is therefore required. Only half of those who answered were able to say that there were aware that they were able to book ahead.</p>	<p>We have circulated a "How to make the most of our Services" News sheet to raise awareness amongst patients detailing details of all the types of appointments we offer and when to use them. 65% said that they can see a GP urgently in this year's survey. 51% of those participating in this year's survey report that it is very easy or fairly easy to book ahead.</p>
<b>About Opening Times</b>		
<p><b>Q11 &amp; 12.</b> <b>You said</b> That you are happy with our opening times 91.6% said that the practice is currently open at times convenient to them. This is an improvement on last year's results. There is a distinct reduction in patients asking for additional hours after 6.30pm and on Saturdays.</p>	<p>It would appear that our evening extended hours are now making a difference in the need for available hours outside the core 8.30am to 6.00pm. We will ensure these surgeries are maintained.</p>	<p>90.50% of patients participating in the survey this year say that the surgery opens at time convenient to them. We have delivered 4 late evening surgeries a week throughout the year.</p>

## Doctors

### Q 13 & 14

#### You said

72.1% of those who took part in the survey said that they preferred to see or speak to a particular doctor.

45.8% said that they always or nearly always saw or spoke to their preferred GP and a further 17.9% said that they managed this a lot of the time.

We know that patients prefer to see the same doctor as it ensures continuity of care. Most of our doctors work on a part time basis and 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.

A similar number of you said that you prefer to see a particular GP when you visit the surgery this year. There is a significant improvement on the percentage saying that they can always or nearly always see or speak to their preferred GP, 63% as opposed to 45.8% .

### Q15 to 18

#### You said

87% of you said that you understood your health problems

79% said you cope with your health problems

72.9% said that they knew how to keep themselves healthy.

This is an increase in last year. However, 10.3% said that they were unsure of how to cope and 9.5% said that they were unsure how to keep themselves healthy. We will be looking into how we can address this.

This year's results mirror last years. Both doctors and nurses score well when you were asked if they listened, involved you in decisions about your care and explaining tests and treatment. We continue to ensure clinical staff attend training and all participate in continual professional development.

<b>Practice Matters</b>		
<p><b>Q21.</b> <b>You said</b> Only half of those who answered this question were aware of how to access the GP Out of Hours service.</p>	<p>A new single point of contact for the Out of Hours service 111 is to be introduced during March 2013. There will be a single National number. This new service will be advertised throughout our literature, phones and in the surgery.</p>	<p>NHS 111 system was introduced during the year. This was Nationally advertised and has a much higher profile than the old out of hours service. The service is well used. It is also advertised in all our literature, on screen in the waiting room and on our website.</p>
<p><b>Q 21.</b> <b>You said</b> A third of you said that you had received a text message reminder of an appointment or invitation to an annual check up. The majority of who found this service useful.</p>	<p>This is new technology for the surgery and is proving to be a very useful tool. We have seen an increase in the number of patients who let us know they cannot attend their appointment, which in turn has saved wasted appointments. We will continue to add to our database of mobile numbers and develop further uses for this system.</p>	<p>We have greatly increased the number of mobile phone numbers we hold on our data base and now use the text reminder system to invite you to annual reviews as well as just reminding you of your appointments.</p>
<b>Other Improvements</b>		
<p>More Doctor and Nurse led Ladies clinics now available  More specialist nurse clinics now available.  Introduction of NHS Health checks.  Introduction of a travel vaccination questionnaires  Introduction of repeat prescriptions requests on line</p>		

