

## March 2014 Practice Patient Survey Results

The practice conducted a patient survey during the period of 2013- 2014 and a total of 233 fully completed questionnaires were returned.

Patients were asked questions relating to Appointments, Opening Times, Our Surgery and Clinical Care and asked to record how much they agreed with the statement.

**Strongly disagree, Disagree, Neither agree or disagree, Agree, Strongly agree.**

A summary of the results are detailed below. 100% represents 'Strongly Agree' with the question and 0% represents 'Strongly Disagree' with the question.

### Appointments

- 76.74% of our patients agreed with the statement ***'If I need an urgent appointment I am usually seen the same day'***
- 74.25% of our patients agreed with the statement ***'If I need a non-urgent appointment I am usually seen within one week'***.
- 68.33% of our patients agreed with the statement ***'I am happy with the current appointment system'***

### Opening Times

- 85.75% of our patients agreed with the statement ***'The practice is open at times when I can attend an appointment'***
- 84.89% of our patients agreed with the statement ***'I am happy with the current opening times'***

### Our Surgery

- 85.67% of our patients agreed with the statement ***'The Practice is easy to get to'***
- 85.15% of our patients agreed with the statement ***'The staff are friendly and approachable'***
- 85.15% of our patients agreed with the statement ***'The Practice is clean and tidy'***
- 84.89% of our patients agreed with the statements ***'Overall, I think the Practice is welcoming'***

### Clinical Care

- 84.55% of our patients agreed with the statement ***'I feel listened to by the clinical staff'***
- 86.67 of our patients agreed with the statement ***'The clinical staff treat me with dignity and respect'***
- 87.47% of our patients agreed with the statement ***'The clinical staff communicate their message clearly and effectively'***
- 86.09% of our patients agreed with the statement ***'I am confident in the treatment I receive from the clinical staff'***

- 88.07% of our patients agreed with the statement '*I am happy with the clinical care I receive*'

Action Plan from last Survey	Outcome
Improve how reception operates	<p>Over the past year we have recruited 4 new reception staff. This has enabled us to have more reception staff answer calls at busy periods.</p> <p>We now have a receptionist working as a meet and greeter. They deal with general enquiries, prescriptions and booking appointments face to face.</p> <p>Reception staff dealing with telephone enquiries, booking appointments etc that may be confidential are now located in the back of reception.</p>
Improve confidentiality in reception	<p>We have implemented 3 pilots to improve confidentiality in reception. We now have a designated standing area with a sign to facilitate this. We also have an area located at the other end of reception to move patients away from reception if they wish to speak to a member of staff in private.</p> <p>A Colton Mill MC we have also used a room at the back of reception for patients to monitor their own weight and BP in private. Unfortunately, at our grange practice, we do not have the space to facilitate this at present.</p> <p>We have a sign in reception to inform patients to speak to reception if they wish to speak in private</p>
Extended hours advertising	Our website has been updated and our reception notice board and new patient forms have details of our opening times.
To obtain another 7 people to join the Patient Reference Group	We have advertised on the website, surveys, reception notice board, call screen and new patient registration. We have increased the membership from 29 to 49.
Develop a representative PRG	We have held 4 PRG meetings and have an average attendance of 10 per meeting. The group has looked at various topics throughout the year to improve patient services.

To survey a larger group of patients	We had a total of 233 people complete the practice survey.
Investigate online booking of appointments and online ordering	We now have online booking for appointments and online ordering for repeat prescriptions. 12% of the practice population are registered online.
Investigate new telephone system to improve patient access for booking and queries	A new telephone system was installed during April – Aug 2013 and the practice has seen a reduction in complaints relating to the telephone system, booking appointments and we can now audit the calls coming through to manage our practice resource to meet demands where possible.
To improve the practice website	Over the past year, we have been improving the information onto the practice website. This was reviewed by the PRG in Feb 2013 and the feedback was positive.
To hold quarterly PRG meetings	The PRG hold quarterly meetings

<b>Action Plan for 2014 – 2015</b>	
Add the practice survey to the website for patients to complete	
Review the survey with the PRG	
Review our appointment system for offering choice to patients.	
Review the audit from the telephone system to revisit our reception resource	
Increase the number of patients registered for online booking and repeats by 10%	
Publish patient's comments and suggestions with action or comment to demonstrate that patient's views are valued.	