**Patient Questionnaire Report 2013/14**

We held a number of smaller Patient Participation Group meetings during 2013/14 with several different members of the group to give feedback on how we are doing and whether there are any areas where we could improve. We also held internal meetings throughout the year with our staff to gather ideas from them too.

Following these meetings, it was agreed the questions in this year’s patient questionnaire should focus on:

* Practice Web Site
* On-line ordering of prescriptions
* On-line booking of appointments
* Well TV screen in the waiting room
* Practice newsletter

We also wanted to give our patients the opportunity to provide any other suggestions/comments, so we agreed to use a suggestion box at the end of the questionnaire.

The patient questionnaire was distributed to patients when they visited the practice for an appointment by the receptionists and clinical staff and they were left in the waiting room area for them to complete whilst waiting to be seen. We also posted out a number of questionnaires to patients who do not visit the surgery regularly, so they could also have their say.

This year, the Patient Questionnaire was conducted over a 6 week period, running from 3rd February to 17th March 2014. Any questionnaires handed in after this time, have not been used within the report.

Please see our 2013/14 Patient Participation Group Questionnaire below:

We spent several days collating the data from the completed questionnaires. Please see our findings below.

Overall Conclusions:

* 66% of the patients were aware we have a practice website. However, from the results, more than half of them have never accessed it
* Suggestions on how we can improve our website included:  
  + Manage and book appointments online
  + Make it easier to use/navigate around
  + Advertise that patients need a user id to order prescriptions online
  + Make the security questions easier
* Out of all the suggestions, manage and book appointments online was the most common
* 61% of the patients were aware they can order prescriptions online. However, just under half of them have never used the service.
* For those who have used the service, most were either very satisfied or satisfied with this service. A small number of the patients were not satisfied or very dissatisfied
* 72% of the patients said they would like to be able to book appointments online
* 72% of the patients said they do watch the Well TV screen that is in the reception waiting room area
* 34% of them said they are happy with the content. Whereas, 38% said they were not.
* When asked would you like to see other topics and if so, what, here are their suggestions:  
  + How to use and order prescriptions online
  + More information on fitness, weight control, cholesterol, women’s problems and welfare of babies
  + Cancer treatment information
  + Walk-in centre information
  + First Aid tips
  + Events in the local area
  + Recent news around the Midlands
* 87% of the patients were not aware we provide a regular newsletter
* 69% of the patients said they would not be interested in joining our Patient Participation Group panel

We then gave the patients an opportunity to suggest ways that we can improve our services via a comments/suggestion box.

Please see their suggestions/comments below:

* More privacy in reception
* More reception staff to answer the calls first thing in the morning
* Telephone queuing system, rather than an engaged tone
* On-line appointment booking system
* Cancel patients registration when they DNA (Do Not Attend) more than 2 or 3 times
* More emergency appointments
* Not having to ring in the morning to book an appointment – should be able to ring on the afternoon too so everyone is not trying to get through at 8.30am
* More appointment slots with the GP of choice
* More than 1 female GP, or for them to work full-time, so it is easier to get an appointment with her
* Have an open clinic or Duty Doctor at least once a week, so patients can be seen on a first come, first seen basis
* GPs to stick to the appointment times as often running 20-30 minutes behind – set realistic appointment slots
* Let people inside in the morning when the weather is bad – especially for the elderly
* Install air conditioning in the waiting room as it is very hot and unhealthy
* Very happy with the Doctors here – would be nice to get appointments earlier and phone on the day system does not work for me as I can’t always stop to use the phone at 8.30am
* Questionnaire should be more regular
* I think the surgery provides an excellent service!
* Everything is fab the way it is, thanks!
* 65% of the patients who completed the questionnaire were female, 24% male and 11% did not answer
* The majority of the patients who completed the questionnaire were aged between 25 and 64

Our findings:

* Our patients know about our website but many of them have not used it
* For those that have, would like us to improve the content
* Patients would like us to advertise our website and the services they can use
* Patients would like to see more information available on the Well TV screen, rather than having lots of posters around the waiting room
* Many patients were not aware of our newsletter and had never seen it
* Patients would like more privacy at reception
* Patients struggle to get through on the phones at 8.30am when trying to book an appointment and would like more staff manning the phones/reception, along with a telephone queuing system
* Our appointment system can be looked at to see whether we can provide more appointments of choice

### Practice Action Plan

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| **Recommendation** | **Delivery Date** | **Responsible Individual** |
| Update the content of our practice website and advertise it to our patients | From April 2014 on-going throughout the year | Assistant Practice Manager / Practice Manager |
| Advertise EMIS Access and how patients can order prescriptions online | From April 2014 on-going throughout the year | Assistant Practice Manager / Practice Manager |
| Update the content of the Well TV screen in the reception waiting area and remove some of the posters | From April 2014 on-going throughout the year | Assistant Practice Manager |
| More privacy in reception | ASAP | Practice Manager / Receptionists |
| More receptionists to answer calls | ASAP | Practice Manager / Receptionists |
| More emergency appointments and more appointments of choice to be offered | ASAP | Practice Manager |
| Devise a new practice newsletter for patients to read whilst waiting to be seen | From June 2014, then quarterly/ 6 monthly thereafter | Assistant Practice Manager |

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| --- | --- | --- |
| **You Said…** | **We Did…** | **The Outcome…** |
| You wanted more information on our practice website and its content | Updated our website to include more information and looking at ways to make it easier to use | More relevant information readily available to our patients (ongoing) |
| You were not aware of EMIS Access and how to order prescriptions online | We are running an advertising campaign in the waiting room | Increase the awareness and number of users for online repeat prescription ordering (ongoing) |
| You wanted us to update the content of the Well TV and remove posters in the waiting room | Enquired about adding more relevant information  Removed some of the posters from waiting room | Waiting for the team to get back to us on how to update the information |
| You wanted more privacy at reception | Purchased a stand so patients have to wait to be called by a receptionist | Patients now have privacy when talking to the receptionists |
| It was taking a long while to answer your calls first thing in the morning | Employed one of our receptionists to work from 8.15am rather than coming in later in the morning | We now have 3 receptionists answering the calls first thing in the morning, instead of 2. Calls are now being answered quicker |
| You wanted more emergency appointments and more appointments of choice | Moved our telephone slots from lunch time to throughout morning surgery  We embargo a number of appointments with GPs, so patients have a choice | GPs can now ask patients who need an emergency appointment after their telephone call to come down at end of morning surgery.  Patients get to choose the GP they wish to see, when available |
| To know more about the Practice newsletter | We are collating information for a new Practice newsletter | This will be released in June and then quarterly/6 monthly going forward |