

Tettenhall Medical Practice Patient Participation Group

Patient Survey Results and Action Plan July 2018

Date of Survey, W/C 11th March 2018

Question	Yes	No	Issues	Actions required	Who & Timescale	Completed
1. Are you aware that the surgery hold a “late session” on Monday evenings, for which you can pre book an appointment until 7.30?	136	251	Some patients indicated, on the survey, that they would like more late nights and weekend openings	Raise awareness of opening times and location of out of hours services for TMP patients		
2. Have you experienced any difficulty contacting the Practice by telephone?	96	286	Difficulty experienced between 8am and 10am. Line busy, patients having to try several times to get through, by which time appointments have gone.	Notice on PPG notice board detailing appointments system with helpful suggestions	EH As soon as notice approved	

3. Are you aware that the Practice can now remind you of your appointment by text, and that you can cancel the appointment by responding to that text?	283	99	Raise awareness			
4. Overall, are you satisfied with the appointment systems at the practice?	345	30	See comments for Q2			
5. You are allocated to the list of a named doctor in the practice and are routinely seen by this doctor, are you satisfied with this system?	357	24	<p>Have been told that cannot see another doctor if my GP is on holiday.</p> <p>Would sometimes prefer to see a female GP, have been told this is not possible</p>	Included in the notice about appointments on PPG board	EH As soon as notice approved	

6a. Do you feel that you are treated with respect by the staff at the practice?	371	12	Not always, some are rude and unfriendly			
6b. Do you feel that privacy and confidentiality are maintained by practice staff?	365	5	Not happy when reception staff ask for medical details. Personal details can sometimes be overheard in a full waiting room			
7. Do you feel that you are given enough information about services provided by the practice? (e.g. Repeat prescriptions, test results, charges for private certificates or legal documents)	325	45	We have to ask for test results. Why can't I get a hard copy of test results? We need a notice about document charges			

8. Are you aware that there is a "Patient Participation Group" at the practice?	213	163		Contact to be made with patients who gave their consent	SS & EH	
9. Do you know how to make a comment, compliment or complaint to the Practice about its services or quality of care?	217	159				

NB not all patients surveyed answered all the questions