

HOPWOOD HOUSE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

SURVEY OCT 2012 – RESULTS

Questions:

1. Comfort of waiting room
2. Waiting times
3. Opening hours
4. GP availability

Responses:

Comfort of waiting room – 60% of patients who responded were happy with the waiting room, other suggestions included:

- Coffee machine
- T.V
- Music
- Softer seating
- Separate seats

Waiting time:

Question 1 – 74% - No, 13% - Yes 13% did not respond

Question 2 – 80% - No, 13% - Yes, 7% did not respond

Opening hours – 100% satisfied

Doctor of choice – availability is now advertised in the waiting room.

Actions:

Comfort of waiting room – the practice originally had upholstered seating in the waiting room but this had to be replaced due to damage caused. The decision was taken to replace with wooden seating which cannot be torn and is more easily cleaned. The decision not to provide a coffee machine was taken due to health and safety issues however water is available on request.

Waiting time – Several changes have been made to try and alleviate waiting times for patients in surgery. We have built time into the surgeries to enable the doctor to ‘catch up’. Telephone appointment contact times are variable dependent on if the surgery is running to time. A poster has been produced by one of the PPG members asking patients to be patient.

Opening Hours – 100% satisfaction

Doctor of Choice – Due to other NHS responsibilities GP of choice cannot be guaranteed therefore the doctor availability has now been posted in the waiting room.