

PATIENT SURVEY OUTCOME -

Action plan following Patient questionnaire 2024-2025 (designed by The Stephenson Medical Practice Patient Participation Group)

Questionnaires were collected in the period from May 2024 until September 2024.

The results for our patient survey are now available and discussed at our recent Patient Participation Group Meeting on 11th December 2024.

Outcome of scored indicators:

Communication:

Ease of using the digital phone system – Very happy

Staff answering your call promptly – Quite happy

Staff dealing with your query quickly and efficiently – very happy

Ease of accessing test result on the phone – very happy

Ease of ordering repeat prescriptions on the phone – very happy

Your appointment:

Ease of making an appointment on the phone – Very unhappy

Length of wait time to have phone call answered – very unhappy

Ease of making an appointment online – neither happy or unhappy & quite happy

Ease of making an appointment in person at the surgery – quite happy

Ease of cancelling an appointment by phone, online or in person – quite happy

Amount of time allocated to your appointment – quite happy

Our staff:

Courtesy and professionalism of staff on the phone – very happy

Courtesy and professionalism of staff in person at reception – very happy

Care and professionalism shown by clinical staff – Very happy

Knowledge and skill shown by clinical staff – Very happy

Online services:

Ease of access to e-Consult – very unhappy and very happy

Ease of use of e-Consult – Very happy

Ease of access to practice website – Very happy

Ease of navigation around practice website – very happy

Ease of access to EMIS Patient access – neither happy or unhappy & very happy

Premises:

Cleanliness and hygiene of premises and facilities – very happy

Ease of access to all areas inside surgery – very happy

Provision for private conversations with staff – very happy

Help to access the hearing loop – very happy

Ease of access to translation service – very happy

Meeting individual needs: neither happy or unhappy

Co-Ordination your care:

How well the practice staff co-ordinate your care? Very unhappy

Information of access to the surgery's social media platforms, e.g. Facebook - quite happy

Ease of access to the surgery's webpage and email – quite happy

Quality of posters and written information in the surgery – very happy

Involvement in the surgery:

Awareness of the Patient Participation Group and the role of its members – neither happy or unhappy & very happy

Awareness of the Friends and Family questionnaire – very happy

Access to records:

Awareness of the Access to records procedure – neither happy or unhappy, quite happy & very happy

Ease of access to records – Very happy & neither happy or unhappy

Are you aware of the Social Prescribing Service and how to access it? NO

Are you aware of the Complaints procedure and how to access it? NO

Action plan:

It was agreed that a particular question required clarification – **Co-ordinating your care**. It was deemed that this question wasn't specifically pinpointing an area of care. It was agreed that this should be amended with specified co-ordination of areas (clinical care/recall of patients/recall from acute consultations for follow up instigations) **Action: Precise question in next survey.**

It identified that the patient population is not aware of the practice PPG. **Action: Advertisement of PPG 2025 dates will be made public on Practice website and Facebook page. A poster will also be displayed in the practice waiting area.**

Social Prescribing Service – this also requires advertisement in our practice. Our internal Social Prescriber Caroline is available to patients that require support. **Action: to be included in the next practice newsletter**

Overall scoring of indicators to be made available to patients. **Action: to include a section in action plan with relevant information to raise awareness following feedback on comments.**

Social Prescribing information: Social Prescriber Caroline Minns – to be contactable at the surgery at all times.

Complaints procedure: Complaint form and information leaflet available from information rack next to reception desk. Completed

Patient Participation Group dates 2025: (meeting time 10.30am 1 hour)

12th February 2025, 9th April 2025, 11th June 2025, 13th August 2025, 8th October 2025 and 10th December 2025. All patients can attend the meeting. Posted on Facebook and Practice website. Completed.