

**Patient Survey 2014-2015**

The following patient survey was undertaken by the practice as a part of the annual survey to help improve our services. The patient feedback has and always will be greatly appreciated. At the meeting held on 7<sup>th</sup> March 2015 the PPG members discussed, agreed and approved the following survey questionnaire. The survey was undertaken by the practice in the second & third week of March 2015. The practice collected 70 completed surveys from the patients.

**RESULTS :**

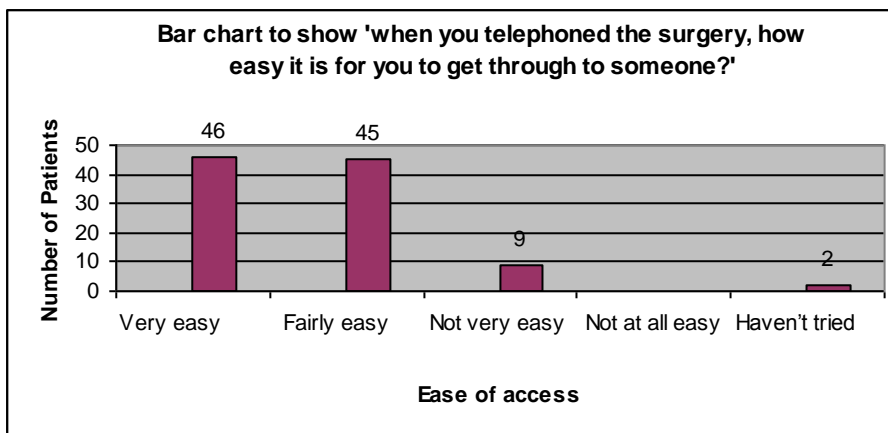
The results were compiled from a total of 70 completed questionnaires. The results have been displayed individually for each question in the form of a bar chart.

As a practice we are always keen to get feedback on the way we run our service. Therefore we would be grateful if you answer the questions below by ticking the appropriate box

We would like you to think about your recent experience of our services.

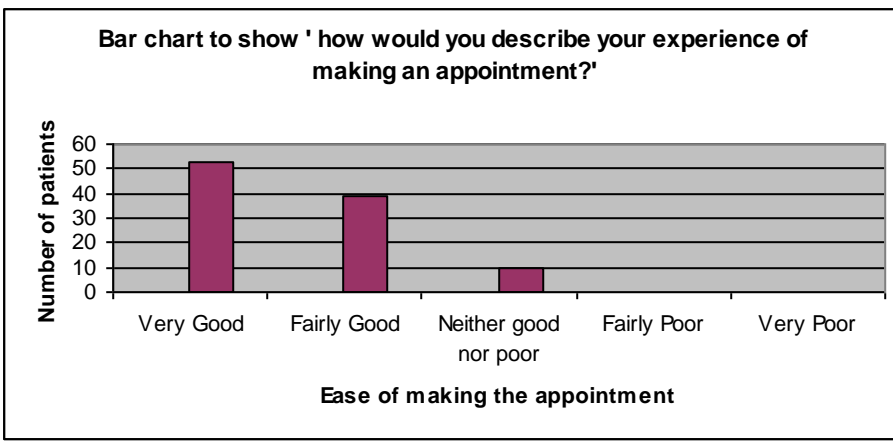
1. When you telephone the Surgery, how easy is it for you to get through to someone?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried
46	45	9		2



2. How would you describe your experience of making an appointment?

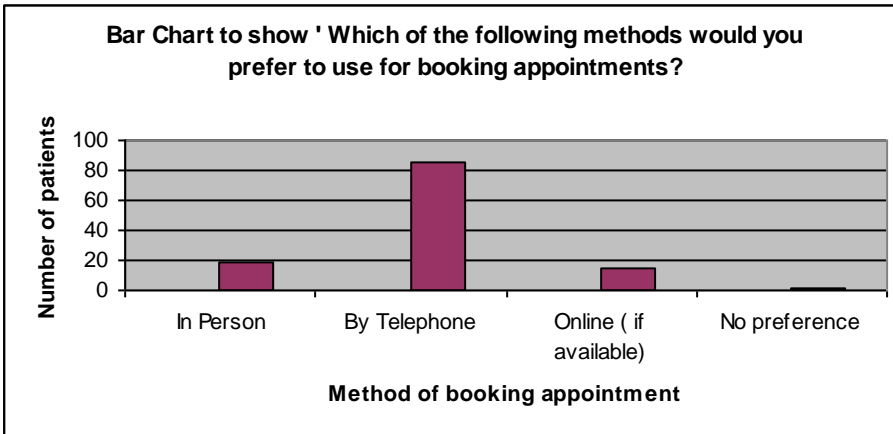
Very Good	Fairly Good	Neither good nor poor	Fairly Poor	Very Poor
53	39	10		



3. Which of the following methods would you prefer to use for booking appointments?

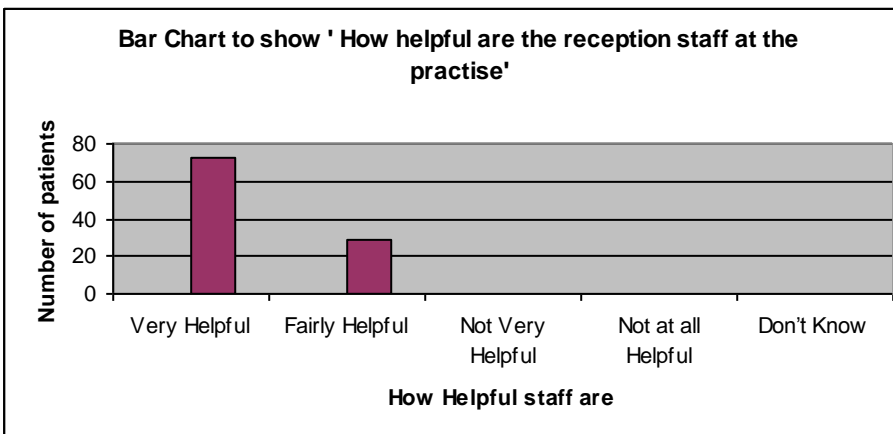
In Person	By Telephone	Online ( if available)	No preference
19	86	15	1

(Please note: although there are 102 patients some indicated a preference to more than one method)



4. How helpful are the reception staffs at the Practice?

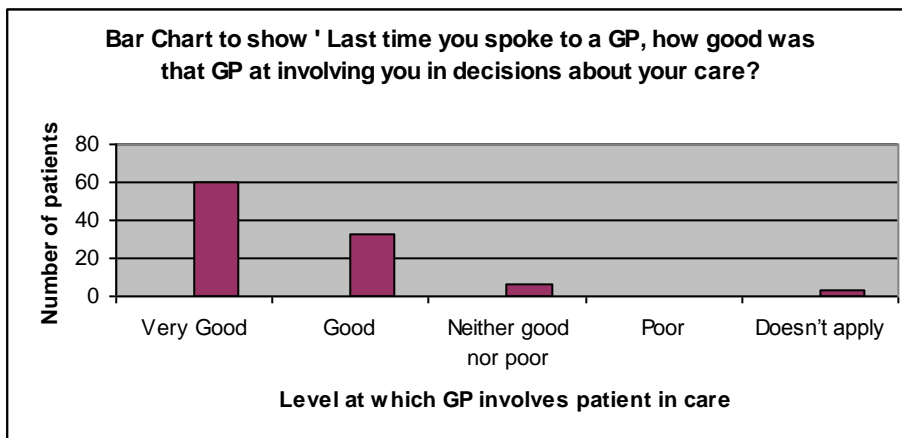
Very Helpful	Fairly Helpful	Not Very Helpful	Not at all Helpful	Don't Know
73	29			



5. Last time you saw or spoke to a GP, how good was that GP at involving you in decisions about your care?

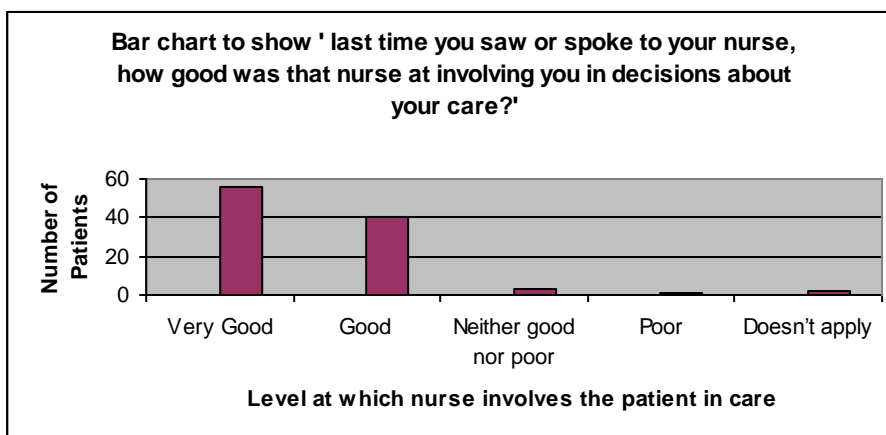
Very	Good	Neither good nor	Poor	Doesn't

Good		poor		apply
60	33	6		3



6. Last time you saw or spoke to a nurse from your surgery, how good was that nurse at Involving you in decisions about your care?

Very Good	Good	Neither good nor poor	Poor	Doesn't apply
56	40	3	1	2



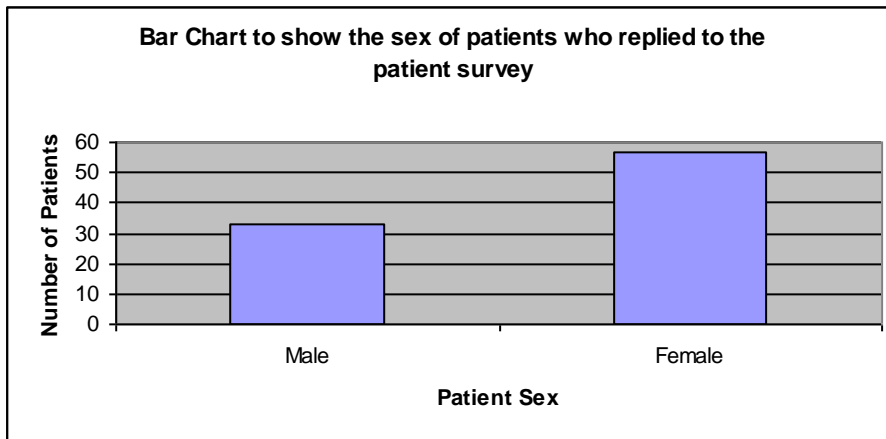
7. Please write below any improvements which we could make in the surgery

Steps are being made and have actively been made to improve waiting time. Fantastic overall.
None
Online booking system
All great -Thanks
I am happy with the surgery.
Waiting times and delays should be reduced
Telephone consultations for patients who want to seek advice on phone.
Send text reminders for BP, blood count sugar, cholesterol, smear etc appts
More appointments with Dr Kumar
So far so good,Waiting time
Wish you can order prescriptions on line.
Lovely Surgery- Like everyone
May be just a little improvement-like the time of appointment is a bit delay.I know sometimes it can't control depends how long a patient stay longer seeing a doctor.

They should give appointments for children afterschool
Easily appointments available, very helpful
The place is very clean and the staff are very, polite, helpful, professional and very caring and knowledgeable
Prescription box should be outside with the litter box
More Open Space
Very caring surgery. Doctor is nice
I am happy with the surgery
Keep appointment up to time
Waiting time is long
Long wait

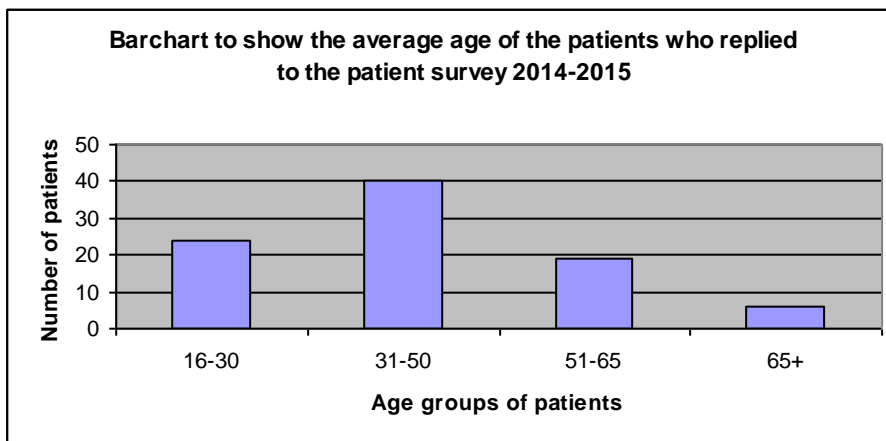
8. Please Indicate below if you are

Male	Female
33	57



9. Please Indicate your age group

16-30	31-50	51-65	65+
24	40	19	6



**Discussion of the Survey Results with the PPG group:**

The survey results were discussed with the PPG and after the discussions the following actions were agreed:

1. Offer appointments to children after school closes especially on Monday and Fridays.
2. More posters available around the waiting areas for Online services .
3. Enquire if text messaging service –I plato can be used for texting recall reminders for annual checks.
4. Allocate one session only for telephone consultation especially on a Monday and continue providing slots for telephone consultation in other sessions.
5. The group appreciates that as patients come with more than one problem to the doctor. At times it becomes very difficult to keep to appointment times therefore waiting time is an issue.

6. The reception staff should inform patients on arrival if the doctors are running late for their appointments.

The Practice Manager with the partners to complete the Action plan by February 2016. An update to be given at PPG meetings.

Action agreed	To be completed by	Person responsible	Action Undertaken	Action Completed
Offer appointments to children after school especially Monday and Fridays	Partners, Practice Manager Reception Staff – 3 months	Practice Manager	After discussion at the practice meeting it was agreed that the practice would allocate four appointments in the evening surgery on a Monday and Friday .These slots will be colour coded purple to ensure that staff can offer appointments appropriately.,	Yes-Appointment slots created and children being offered appointments from April 2015 onwards.
Online services Appointments posters	Practice Manager/Reception staff -3 months	Practice Manager	New coloured posters have been made and displayed around the surgery. Information on practice website available. Forms displayed in the waiting area for patients to inform the practice of their e-mail addresses and contact the reception to get their log in details.	Yes
I plato text messaging for annual checks	12 months	Practice Manager	Inquired from I plato helpline-they are looking into annual check reminders .When ready will inform.	
Telephone consultation	On going	Practice Manager Senior receptionist	It was agreed that Dr.H.Kumar morning appointment clinic will be only telephone consultations. All other doctors working in the surgery will have three telephone consultations per surgery.	Yes
Waiting time	On going	Reception Staff Practice Manager	As agreed in the PPG meeting reception staff will inform patients that the surgery is running late if the waiting time for the clinician is more	

			than 20 minutes. Practice manager to spot check reception staff.	
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