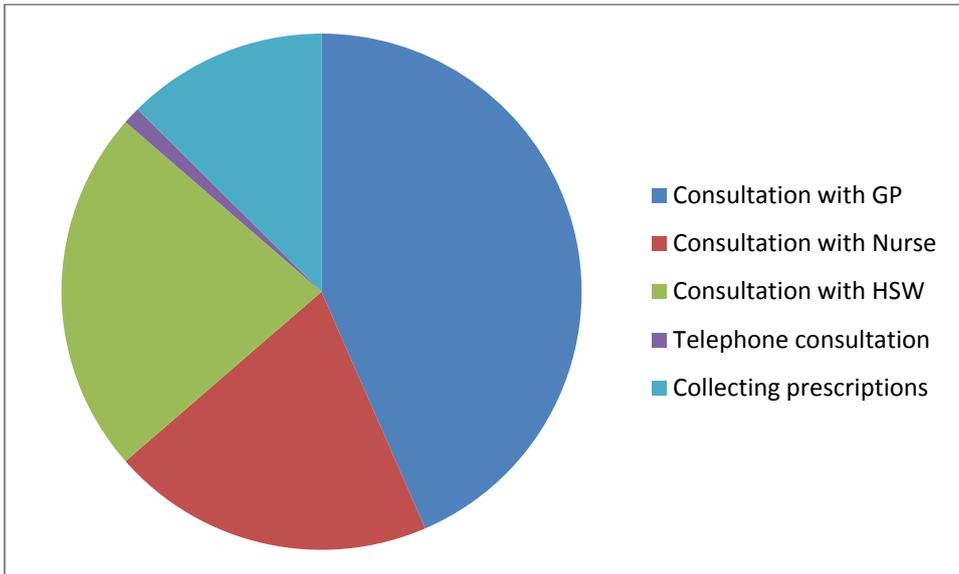


Patient Survey September 2016

Q1.

When you completed this questionnaire what type of service did you receive from the practice?

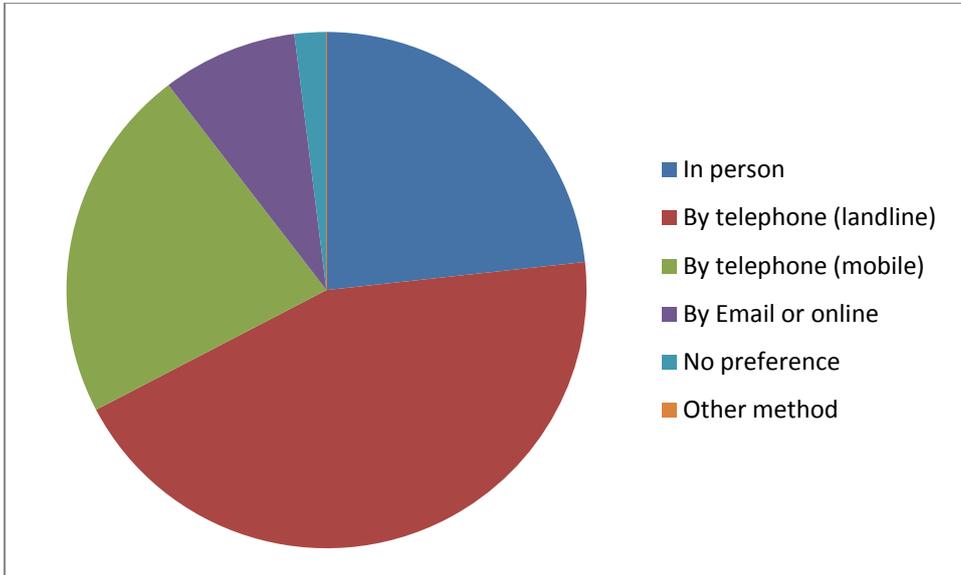
Consultation with GP - 80
Consultation with Nurse – 37
Consultation with HSW -42
Telephone consultation -2
Collecting prescriptions-23



Q2.

Which of the following methods would you normally like to use to contact the surgery?

In person - 47
By telephone (landline) - 89
By telephone (mobile) -45
By Email or online - 15
No preference - 4
Other method - 0



Comments

Most patients still use their landline phone number to contact the practice. We now have a local rate number and therefore don't really get any complaints regarding call costs. We have looked at expanding an e-mail option, but due to administration staff shortages at this moment in time that option is not feasible.

Action plan

Investigate e-mail contact later in 2017 when staff are fully trained

Q3.

In the past 6 months how easy have you found the following?

Getting through on the phone:

Haven't tried - 3

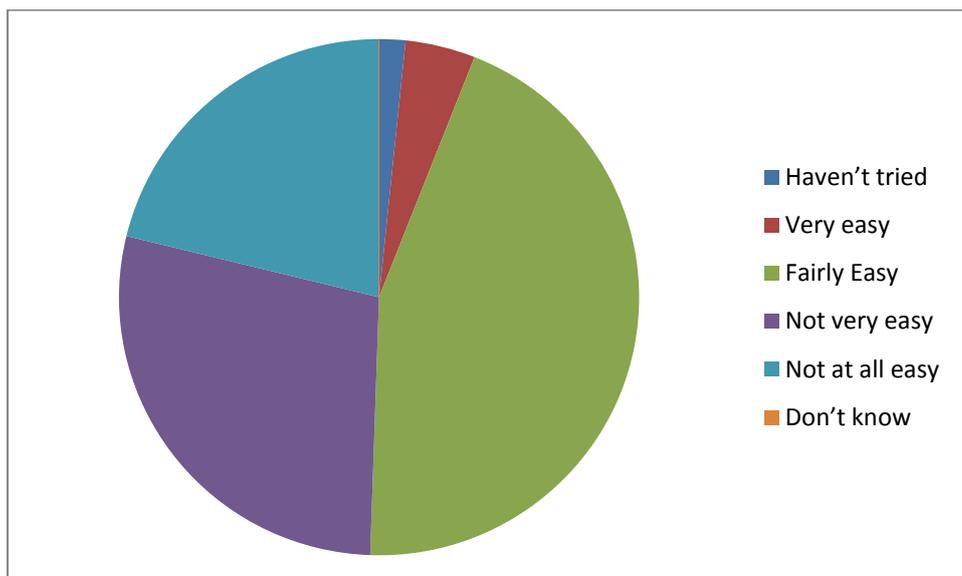
Very easy - 8

Fairly Easy - 82

Not very easy - 52

Not at all easy -39

Don't know-0



Comments

45% of patients found getting through on the phone fairly easy. The majority of these calls were morning calls between the hours of 8.30am and 11am. We always have 2 receptionists working a morning shift and this is reflected in the results.

28% of patients said they didn't find getting through very easy. The majority of these calls were between 8am - 8.30am.

21% of patients said that they didn't find it easy at all; again these calls seemed to be between the hours of 8am-9.30am

Patients didn't seem to have a problem getting through after 11.30am and into the afternoon.

Action plan

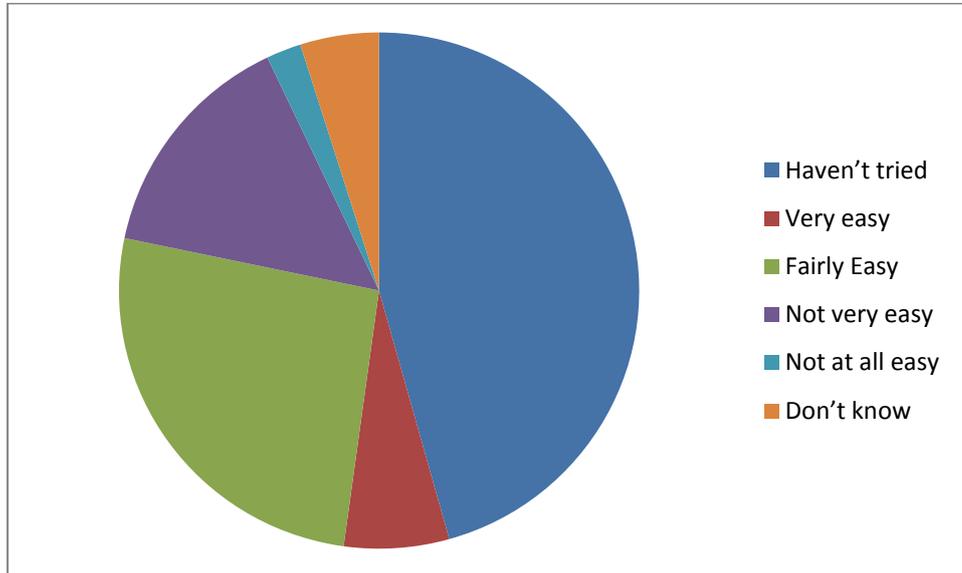
On the whole we agreed with the results of the survey. We feel that to get a clearer picture we need to complete a second survey with the receptionists to get a feel for the nature of the calls. The receptionists feel that a lot of patients are calling from 8am when they don't necessarily need a same day appointment.

The reception team also felt that some early morning calls were query calls rather than appointment requests which clog up the phone lines unnecessarily. We plan to start a telephone triage survey early in 2017 to record the trend of incoming calls to see if this is the case.

If we find that a huge volume of early calls are for routine appointments we can look at methods of educating patients to call later in the day for routine appointments and requests.

Speaking to a GP on the phone:

Haven't tried - 84
Very easy - 12
Fairly Easy - 48
Not very easy -27
Not at all easy -4
Don't know-9



Comments

46% of patients had never tried to speak with a GP on the phone. This may be due to the fact that they were able to get an appointment face to face

5% of patients were unaware that they could speak to a GP over phone. Our reception team will always offer to take a message for the GP if they are unable to offer a face to face appointment, and therefore we don't have any concerns over this.

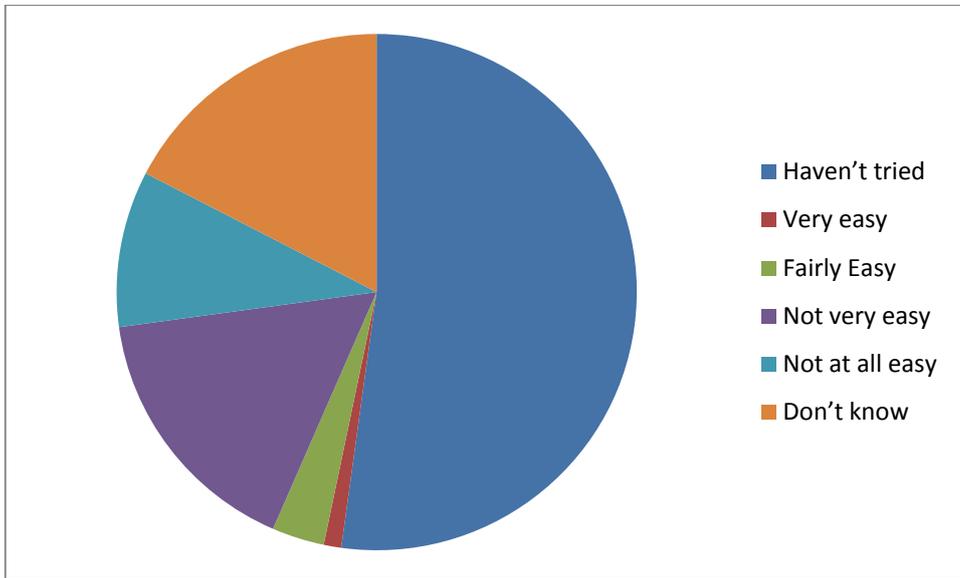
Action plan

We feel that the results of this survey don't highlight any major concerns. We are confident that our staff offer to take messages for the GP.

When we repeat the survey next year, if the figures reflect, we will advertise this option.

Speaking to a Nurse on the phone:

Haven't tried - 96
Very easy - 2
Fairly Easy - 6
Not very easy -30
Not at all easy -18
Don't know-32



Comments

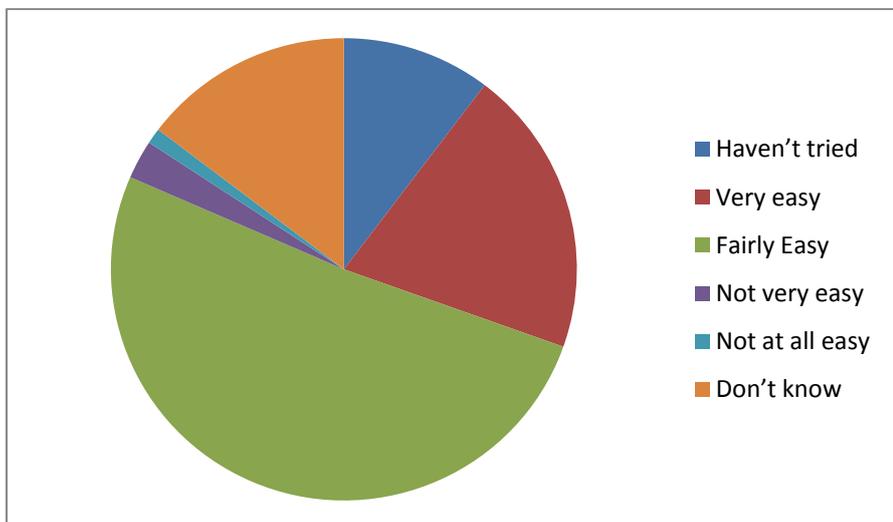
52% of patients haven't tried to speak with a nurse over the phone. Again the reception team will offer this option, but find that most patients have the preference of speaking with the GP. We have a nurse message system.

Action plan

We don't find that there is currently a high demand of patients requesting to speak with a nurse. We plan to give our reception team some further signposting training next year, which may result in more patients being directed to the nurses. We will survey this again once the training is delivered.

Obtaining test results via phone:

- Haven't tried - 19
- Very easy - 37
- Fairly Easy - 94
- Not very easy - 5
- Not at all easy - 2
- Don't know - 27



Comments

20% of patients found this process very easy and 51% of patients found it fairly easy. Only 4% found the process difficult.

Action plan

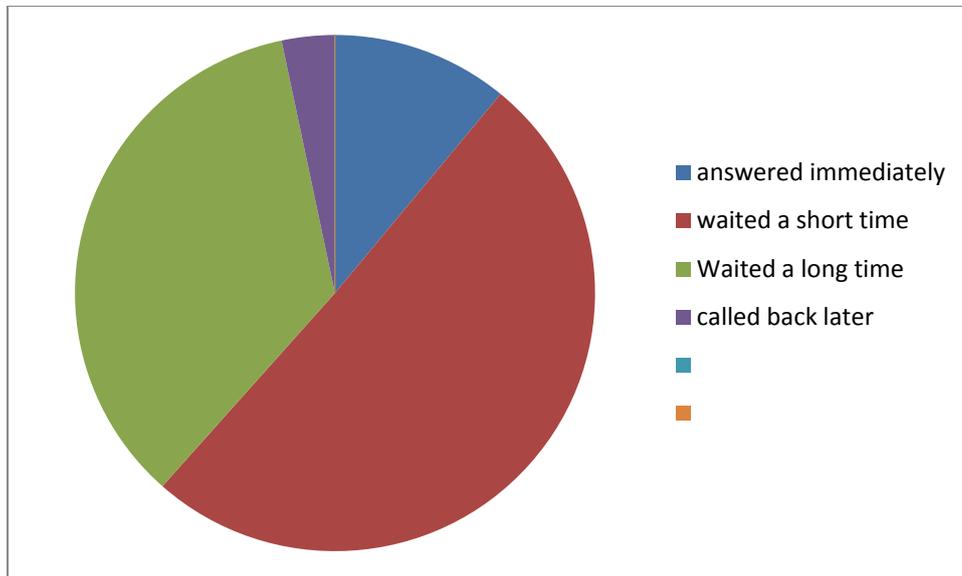
In 2017 we plan do a big campaign promoting our online services, which will mean that patients will be able to view their results online. We do have concerns that more patients will then try to phone in to get their results explained as sometimes a result can be classed as abnormal by the lab, but the GP will class it as normal for the patient.

We will monitor this as more patients opt for the online viewing.

Q4

When phoning the surgery did you have to wait long to get through to the receptionist?

Telephone was answered immediately-20
I had to wait a short time -92
I had to wait a long time-64
I did not wait for it to be answered and called later-6



Comments

Unfortunately 35% of patients said they waited a long time for the phone to be answered. Of the 35%, 28% were phoning between 8am and 9am in the morning when the phone lines were at their busiest.

Patient that called later in the day seemed to have no issues and the calls seem to have been answered promptly.

Calls received in the afternoon seemed to be answered promptly, this is likely to afternoon appointments being pre-bookable.

Action plan

To run a reception survey to get an indication of volume and nature of the calls.

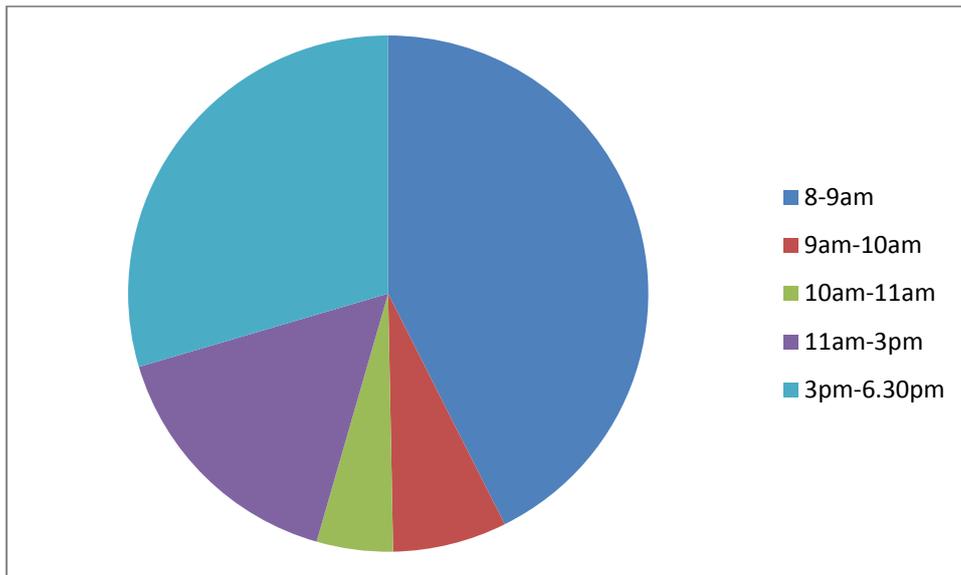
Depending on the results, educate patients to stagger calls if calling for a routine appointment.

Conducting an appointment triage survey will help us get an indication of how well our team are signposting patients to the most appropriate care provider.

What time did you phone the surgery?

8am -9am -72
9am-10am- 12
10am-11am -8
11am- 3pm -27

3pm-6.30pm-50



Comments

The majority of our calls are either first thing in the morning or towards the close of the day with 43% of patients calling between 8am -9am and 30% between 3pm and 6.30pm.

Action plan

To await results of the appointment triage survey

Q5

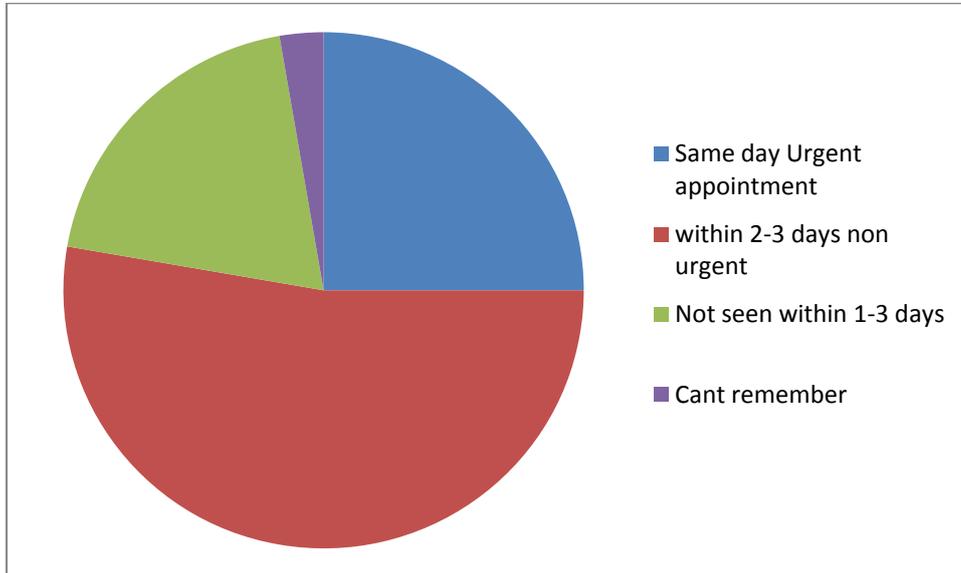
In the past 6 months when you have tried to see a GP fairly quickly were you able to see the doctor of your choice

I was seen by my doctor the same day with an urgent problem-46

I was seen by my doctor within 2-3 days for a non-urgent problem -97

I was not seen by my doctor within 1-3 days-36

I can't remember-5



Comments

78% of patients were seen either same day or within 3 days of requesting an appointment. Out of the 20% of patients who felt that they were not seen within 3 days of requesting an appointment, 18% did not accept an appointment offered as it was not with their GP of choice.

Unfortunately due to GP shortages and the use of locums patients have often been unable to see their favourite GP. The reception team have been excellent in encouraging patients to try another GP and this has often been successful as the patients have often requested to see our regular locum GP's again.

We now have the option of 4 female GP's which we have found in the past was an issue for patients wanting to see a female GP.

Dr Cowling has been a great addition to the team and patients are now more willing to see her as opposed to our longer serving GP's.

As we have been lucky enough to have 3 excellent regular locums, patients have now got used to seeing them and this has also benefited our results

Action plan

With the arrival of Dr McGowan and a new GP next year we hope to see an improvement in the results of patients who were not seen within 3 days. We plan to interview candidates from the international recruitment scheme and have a GP who locums with us currently who may wish to join us in a salaried post.

Q6

When you last tried to make an appointment to be seen quickly (within 2 days) what happened?

I was offered an appointment on the same day -54

I was offered an appointment the next day -26

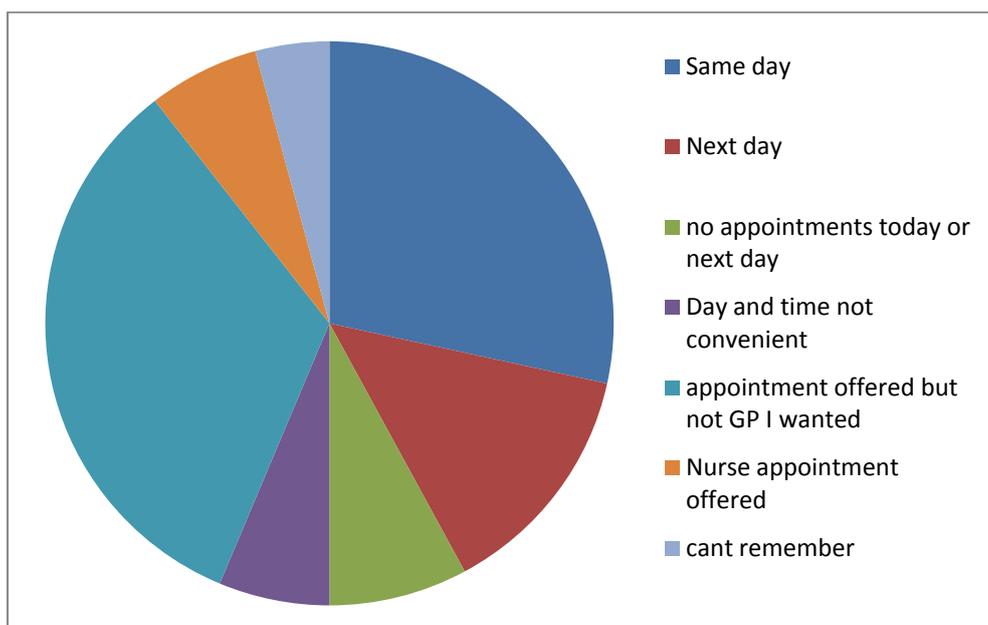
There were no appointments available that day or the next day-15

The day and time offered was not convenient-12

Appointment offered was with a doctor I didn't want to see-63

A nurse was free but I wanted to see a doctor-12

I can't remember-8



Comments

42% of patients were seen either the same day or the next day. Again the area of concern was the patient being unable to see the GP of their choice. With new GP's joining us we hope to see this figure improve, though we feel it is still worth encouraging patients to see other GP's.

Action plan

To encourage patients to try the new GP's. It will be worth running this same survey towards the end of 2017 to see if the results have improved.

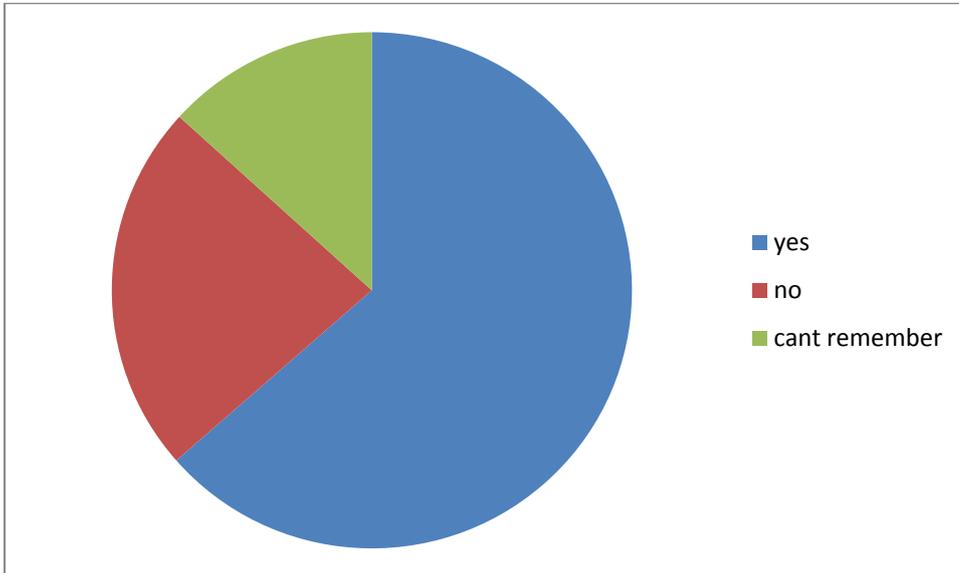
Q7

*In the last 6 months have you been able to book ahead for an appointment with a doctor
By booking ahead we mean an appointment up to 2 weeks in advance*

Yes -115

No-42

Can't remember-24



Comments

64% of patients said they were able to book in advance to see a GP. We feel on the whole that these figures are positive. The 23%, who were unable to book an advance appointment, may have been due to not being able to book with their GP of choice or not at a convenient time. Unfortunately the results of the survey were unable to highlight this.

Action plan

To continue to promote the online appointment booking system. One of the comments in the survey showed that the patient was concerned that if she saw a different GP she would have to "start from scratch" It is always worth reassuring the patient that the clinicians keep comprehensive clinical notes to allow any GP to pick up a patients health issues quickly.

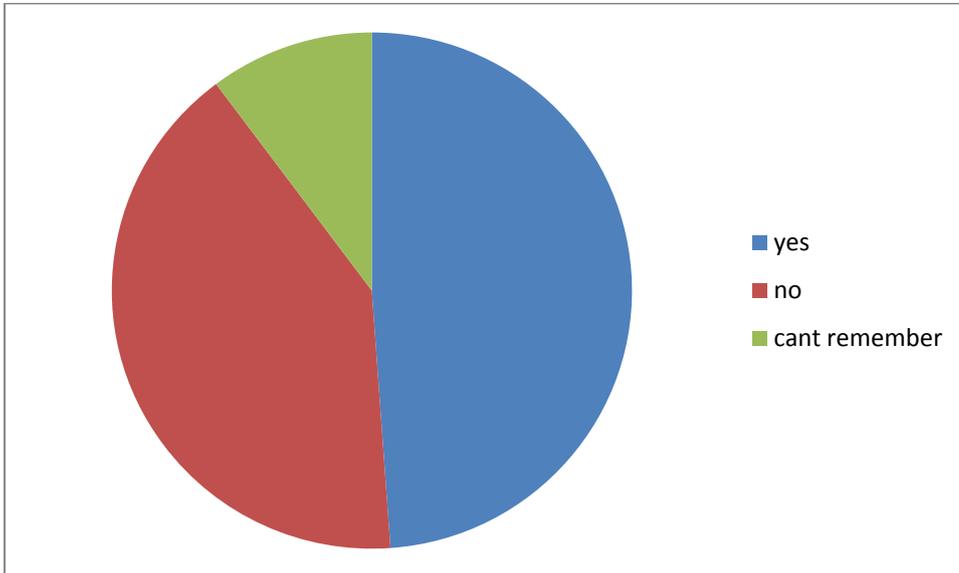
Q8

The last time you made an appointment were you able to see the doctor of your choice

Yes -86

No-72

Can't remember-18



Comments

Nearly 50% of patients were able to see the GP of their choice. We hope to see these figure improve as next year progresses.

Action plan

The survey will be repeated late in 2017 to see if the results have improved

Q9

How often do you see the doctor of your choice?

Always or most of the time -35

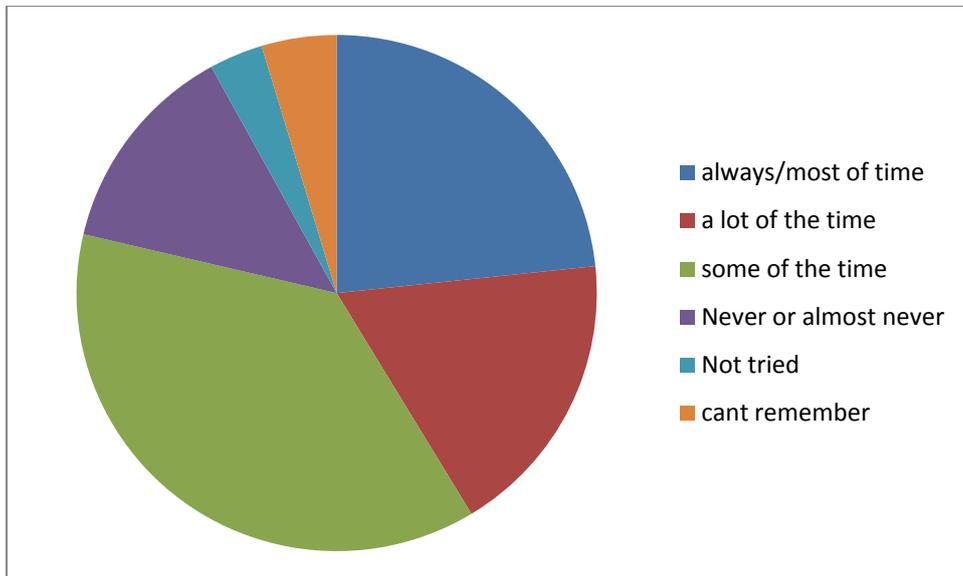
A lot of the time-27

Some of the time-56

Never or almost never- 20

Not tried at this surgery-5

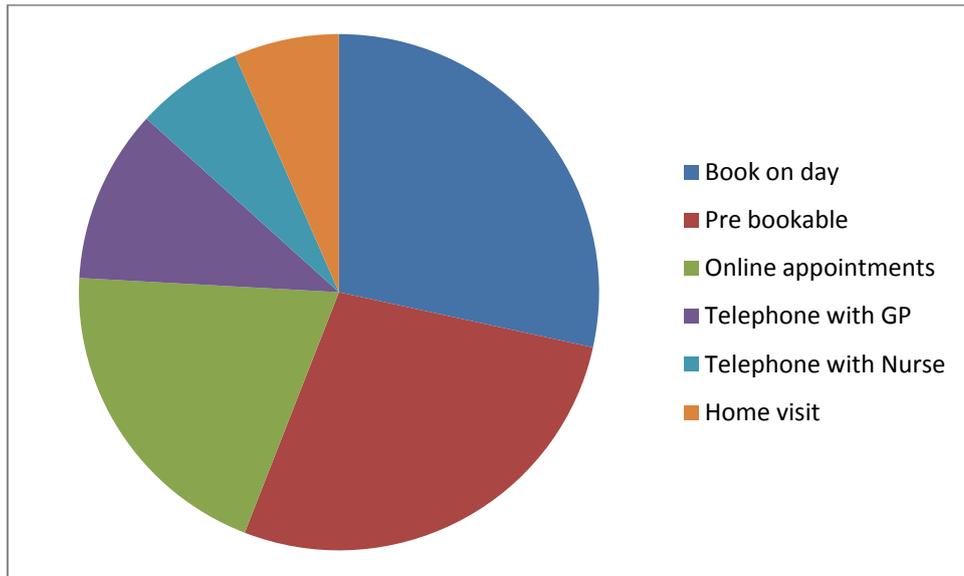
Can't remember-7



Q10

The practice offers a variety of ways you can get a service from the surgery. Can you tick which services you are aware of?

Book on the day appointments -178
Pre bookable appointments-172
Online appointments-125
Telephone consultations with GP-68
Telephone advice with nurse 42
Home visit-41



Comments

Most patients were aware of our appointment systems. The reception team always highlight that a patient is able to speak with a GP if they can't get an appointment.

Action plan

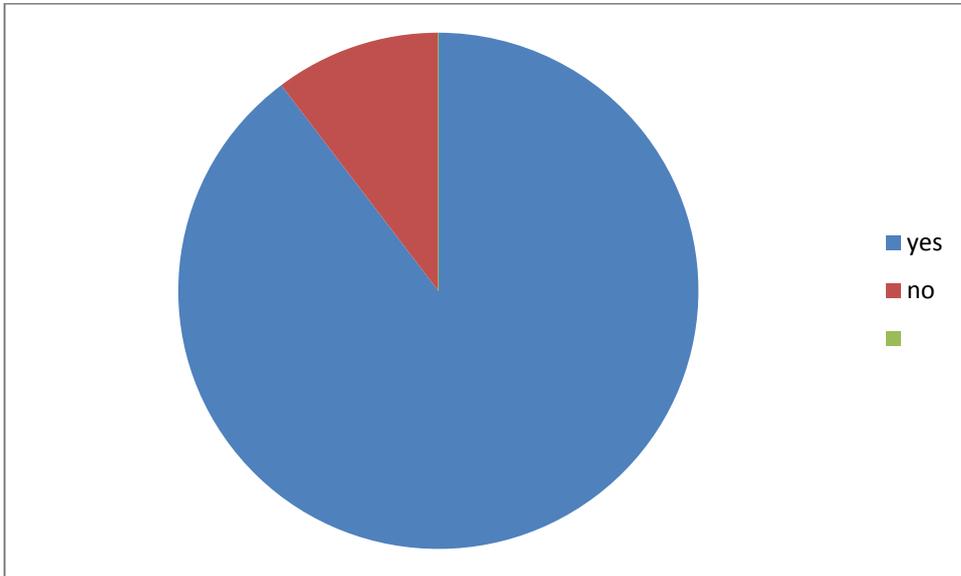
Promote the online booking options. Better signposting will highlight whether a nurse may be able to help.

Q11

Are you aware that the practice has a website?

Yes-165

No-19



Comments

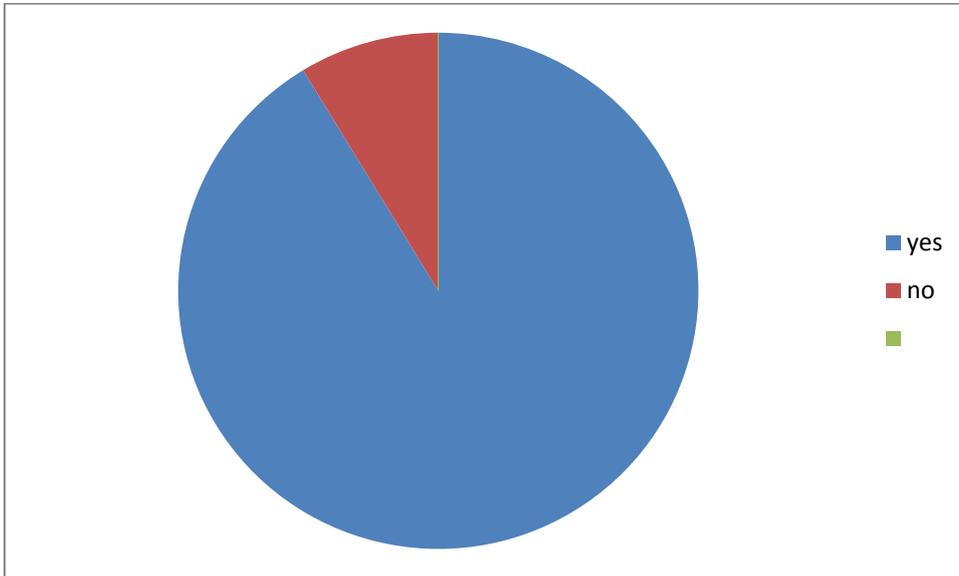
90% of patients were aware of our website. We have recently opened a Twitter account which we hope to develop further next year, to encourage the younger practice population to take an interest in health promotion and the running of our practice

Q12

Are you aware that the practice offers an online repeat prescription service?

Yes-168

No-16



Comments

Earlier in 2016 we carried out a promotion regarding online ordering of medication and the results reflect this. This method of ordering is popular with our patients and we will continue to expand this.

Action plan

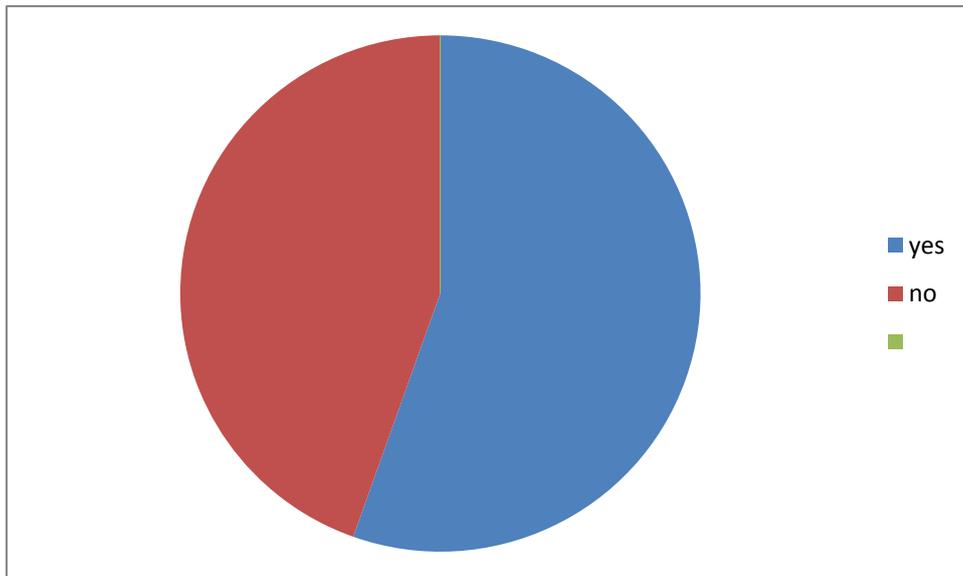
The dispensing team promote this method of reordering medication and will continue to encourage patients to order via this method

Q13

Are you aware that you can view your medical records online?

Yes -102

No-82



Comments

Only 55% of patients said they were aware that they could view their medical records online. We were shocked by this as we had run the online access promotion earlier in the year which had increased patients ordering their medication online, however patients seem unaware that they can view their full records online.

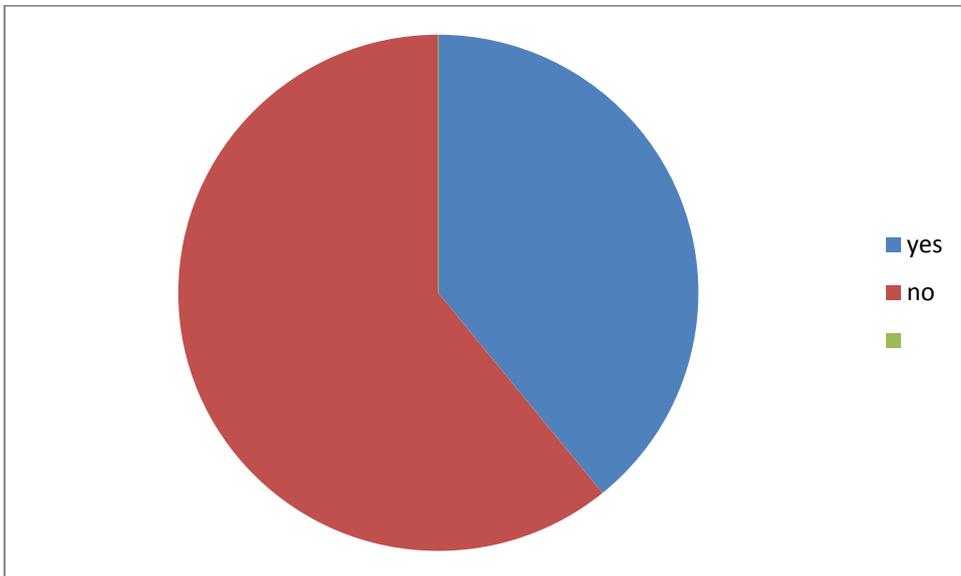
Action plan

We will run this promotion again and hopefully when we redo the survey the figures will reflect this

Q14

Did you know we have a virtual patient participation group?

Yes -72
No- 112



Comments

We found these results disappointing. We have information in both our waiting rooms and on our websites. We do need to work on this area in 2017, and encourage patients to participate.

We feel we have excellent communication with our patients, but need to encourage them to become part of a more formal structure to assist us in the smooth running of the practice.

Action plan

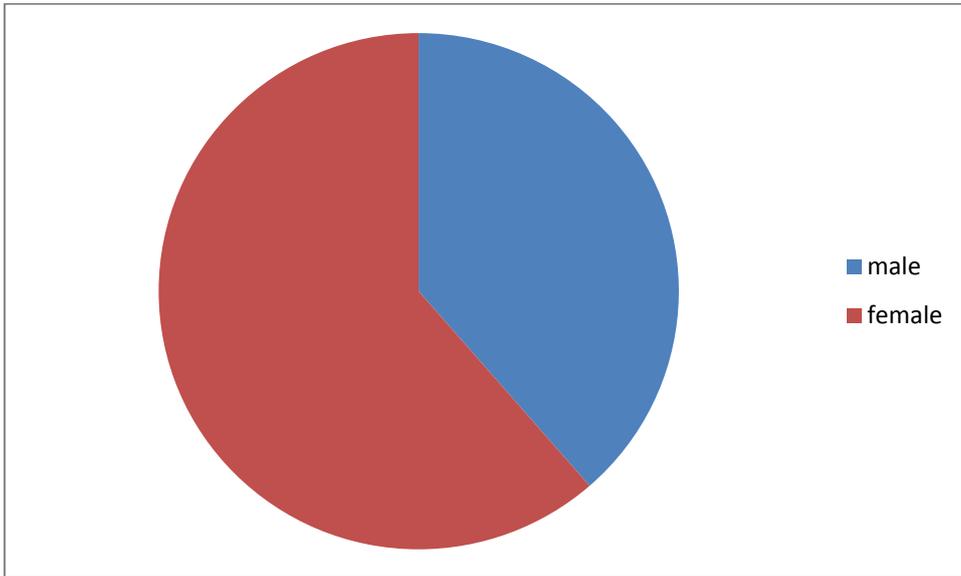
To promote our VPPG group at the outreach flu clinics. Continue to promote our group within the waiting rooms. We hope our twitter account will encourage younger patients to join the group to get an even range of views from our practice population.

Create a bolder display within the waiting room.

Q15

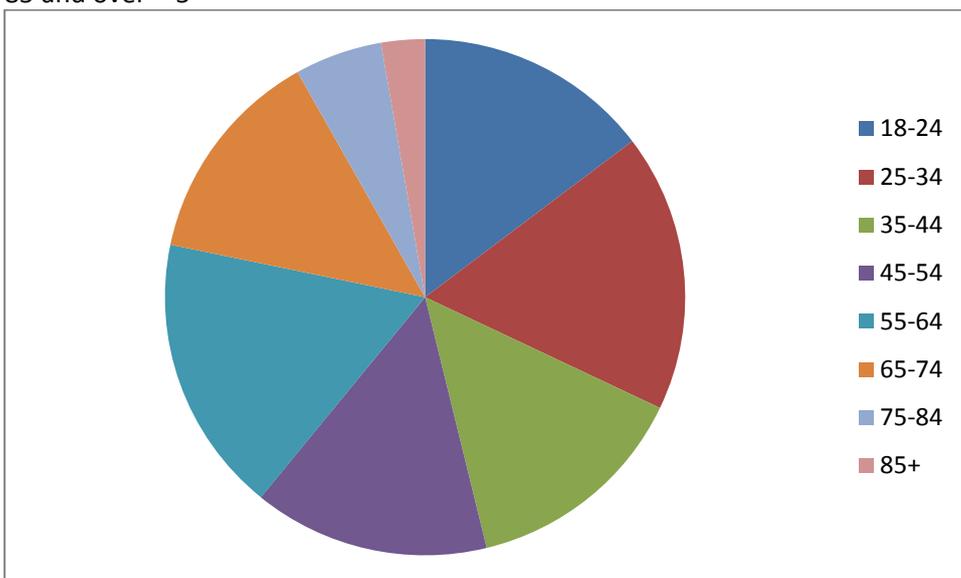
Are you male or female?

Male -71
Female-113



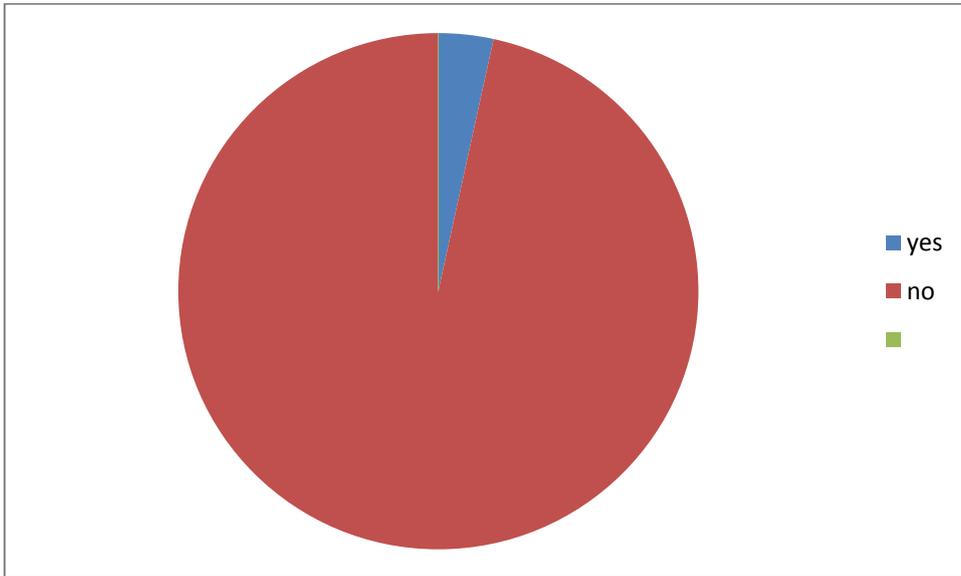
What age group are you in?

Under 18 -0
18-24 -27
25-34 -32
35-44 -26
45-54 -27
55-64 -32
65-74 -25
75-84 -10
85 and over -5



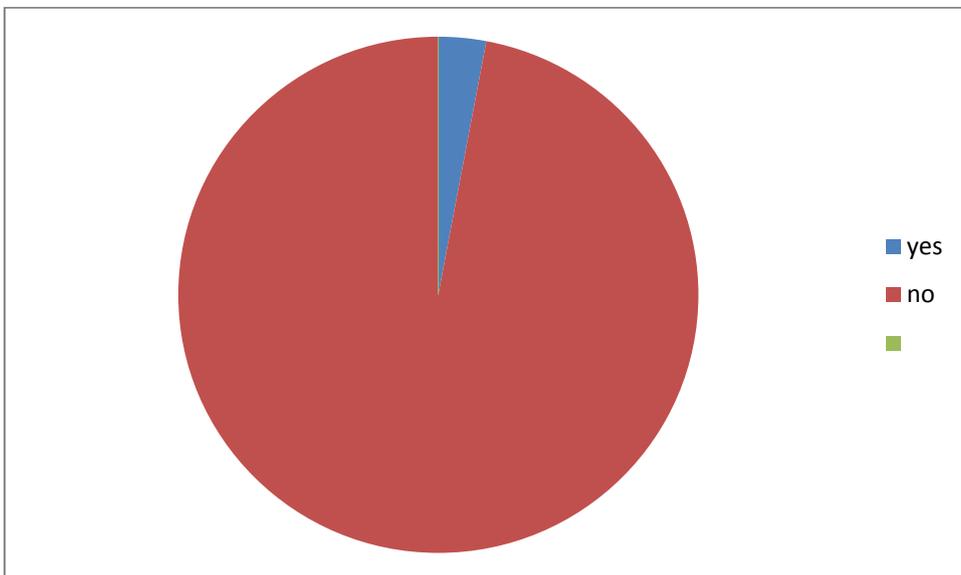
Are you registered disabled

Yes -6
No-170



Are you a carer for anyone in your household with a long standing health problem or disability?

Yes -5
No-164



Conclusion

On the whole we were happy with the results of this survey. This last year has been very challenging due to a lack of GP's, however this seems to have had a minimal impact on our patients.

Over the next year we hope our survey results will show that patients are able to always see their GP of choice and with extra signposting training we hope to reduce the demand for unnecessary appointments.

We need to improve our communication with patients, encourage them to participate in their own health care, by providing self-care information, inviting third parties into the practice to speak to our patients regarding support groups, allow patients to constructively participate in the way the practice is ran through our VPPG.

Survey will be repeated in September 2017