



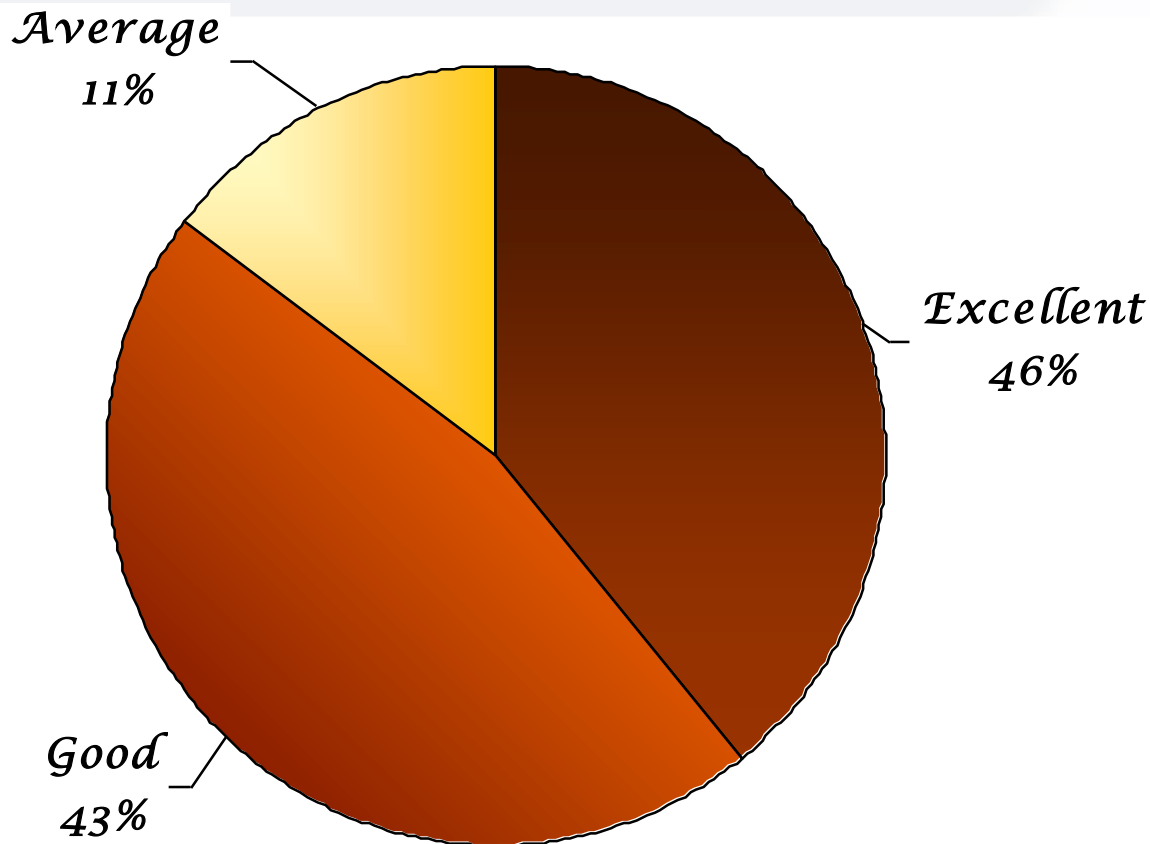
DR D SHANTIR PRACTICE

PATIENT PARTICIPATION SURVEY 2011-2012

OVERALL VIEW ABOUT OUR SURGERY



Talking to your doctor clearly and understanding what they're saying to you in return is the basis of every successful doctor-patient relationship.



COMMUNICATION

The relationship with a doctor is a very personal one, built on communication and trust.



WAYS OF OUR COMMUNICATION RATED BY PATIENTS

FACE TO FACE

Excellent 50%
Good 42%
Average 08%

TELEPHONE

Excellent 29%
Good 39%
Average 23%
Poor 9%

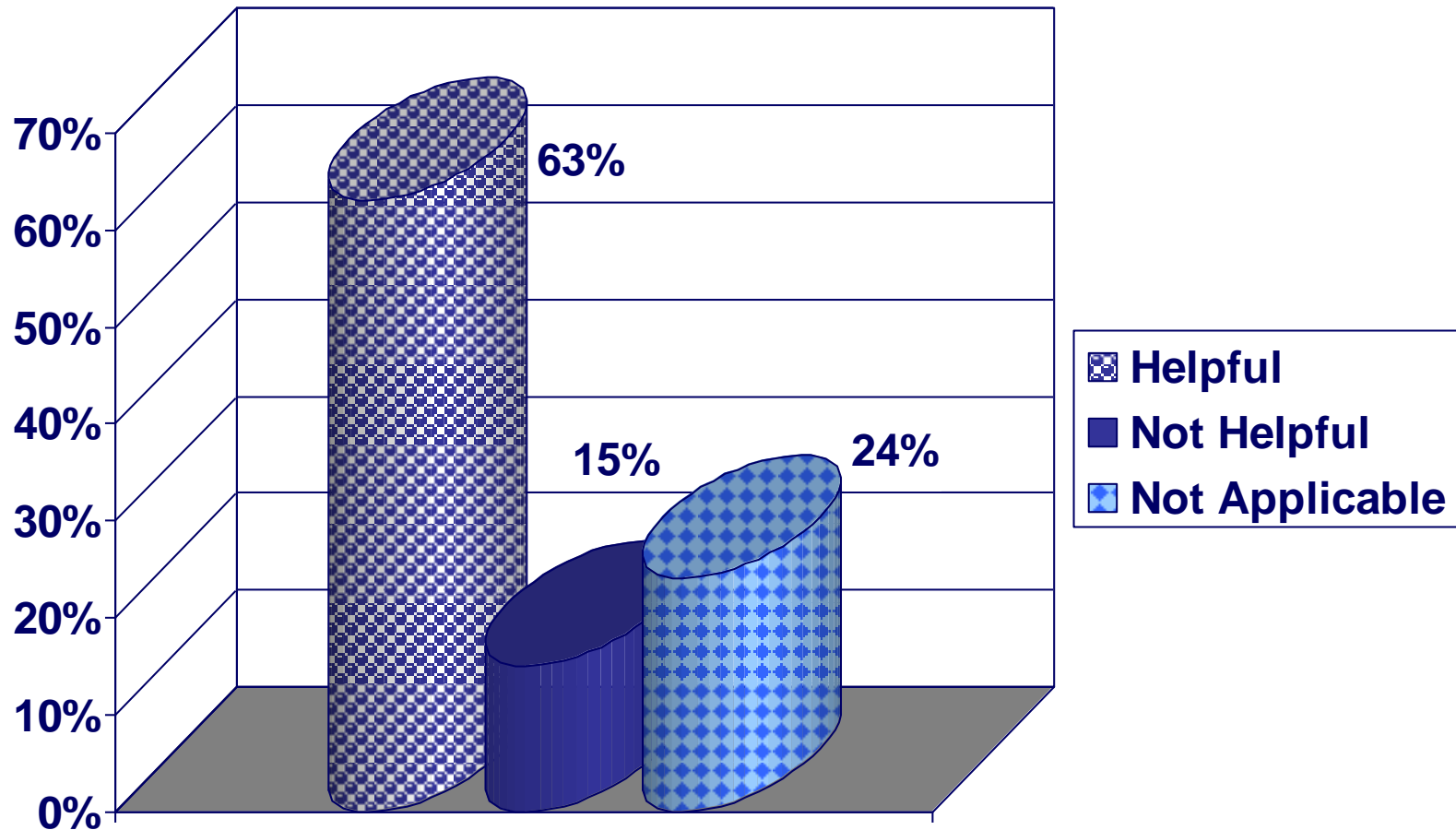
POSTAGE

Excellent 37%
Good 51%
Average 11%
Poor 1%

At our Practice, we always treat **EVERYONE** with courtesy

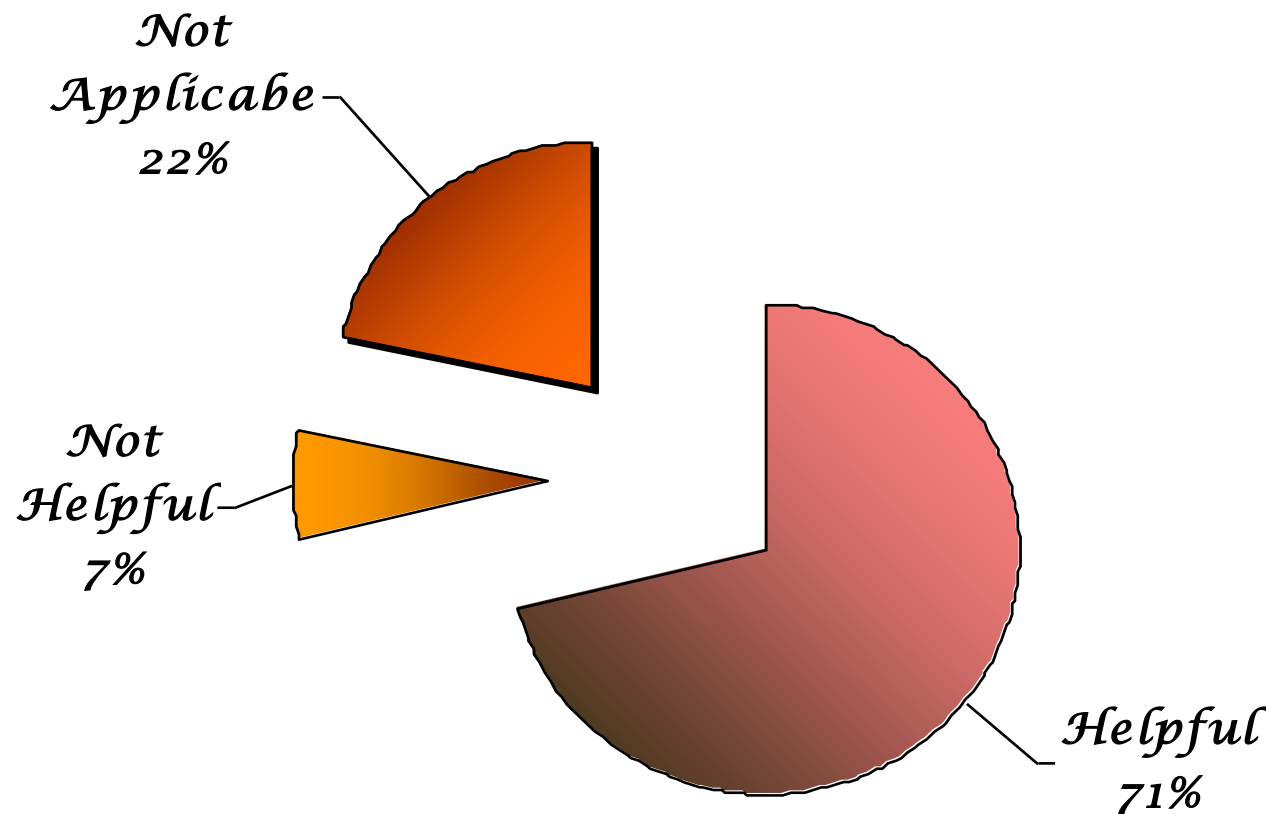
TELEPHONE CONSULTATIONS

We offer telephone consultations, for matters which can be discussed with your GP rather than coming down for an appointment. Most our Patients did find this service Helpful

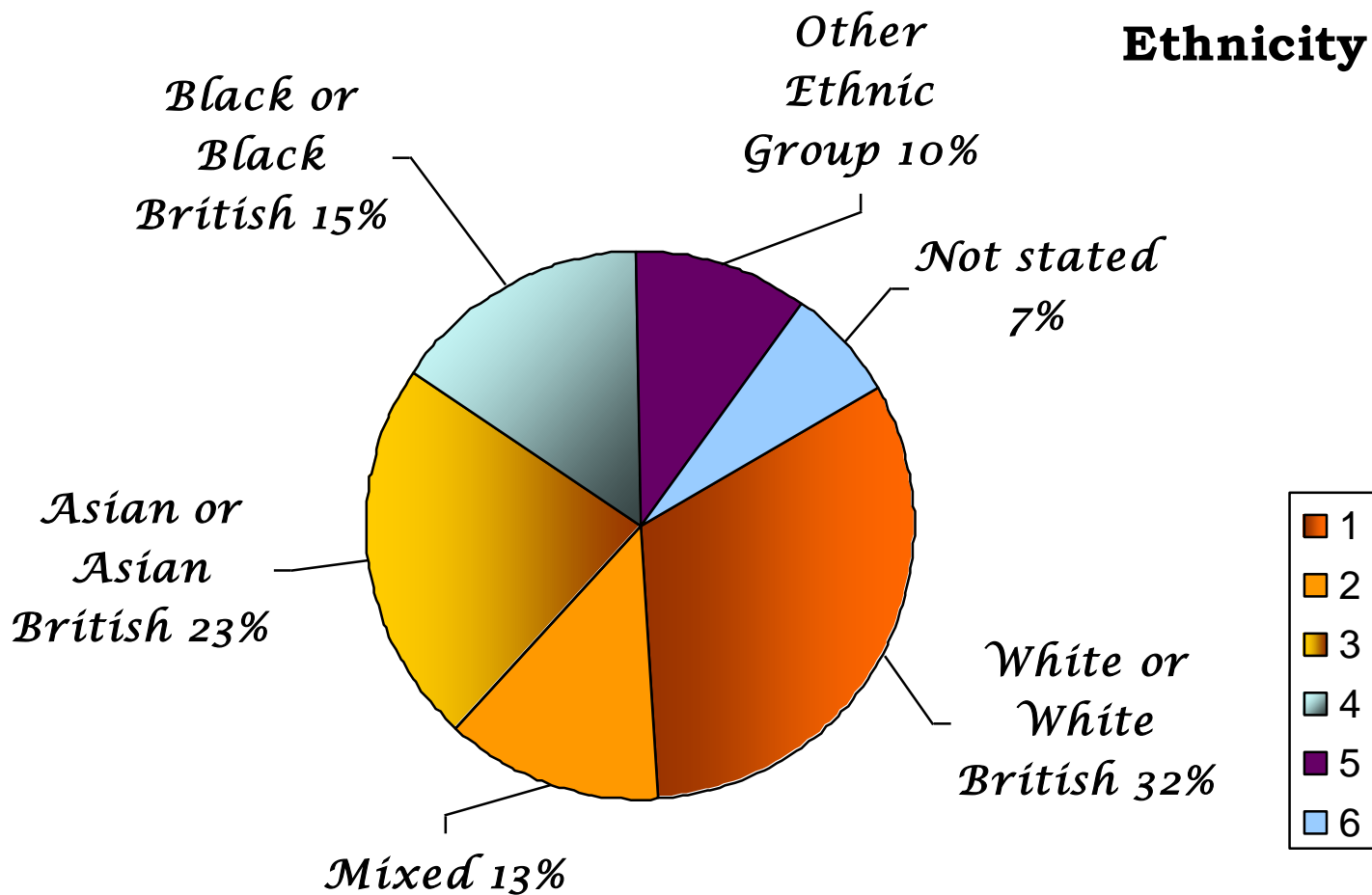


SURGERY HOURS EXTENDED

We wanted our patients to have access to their GPs practice and clinics at other times, so we extended our hours to those patients who may be harder to reach, and they saw extended hours as a helpful service

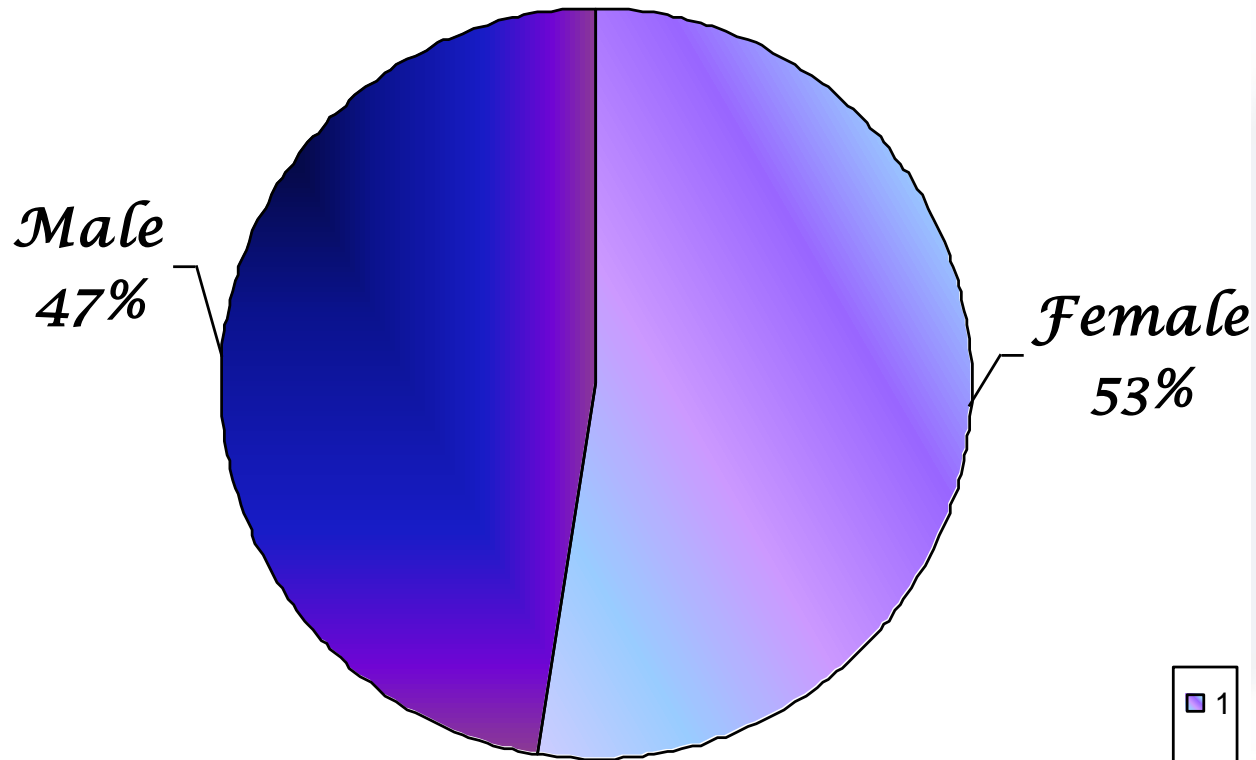


SURVEY PATIENT and PRG PROFILE



SURVEY PATIENT and PRG PROFILE

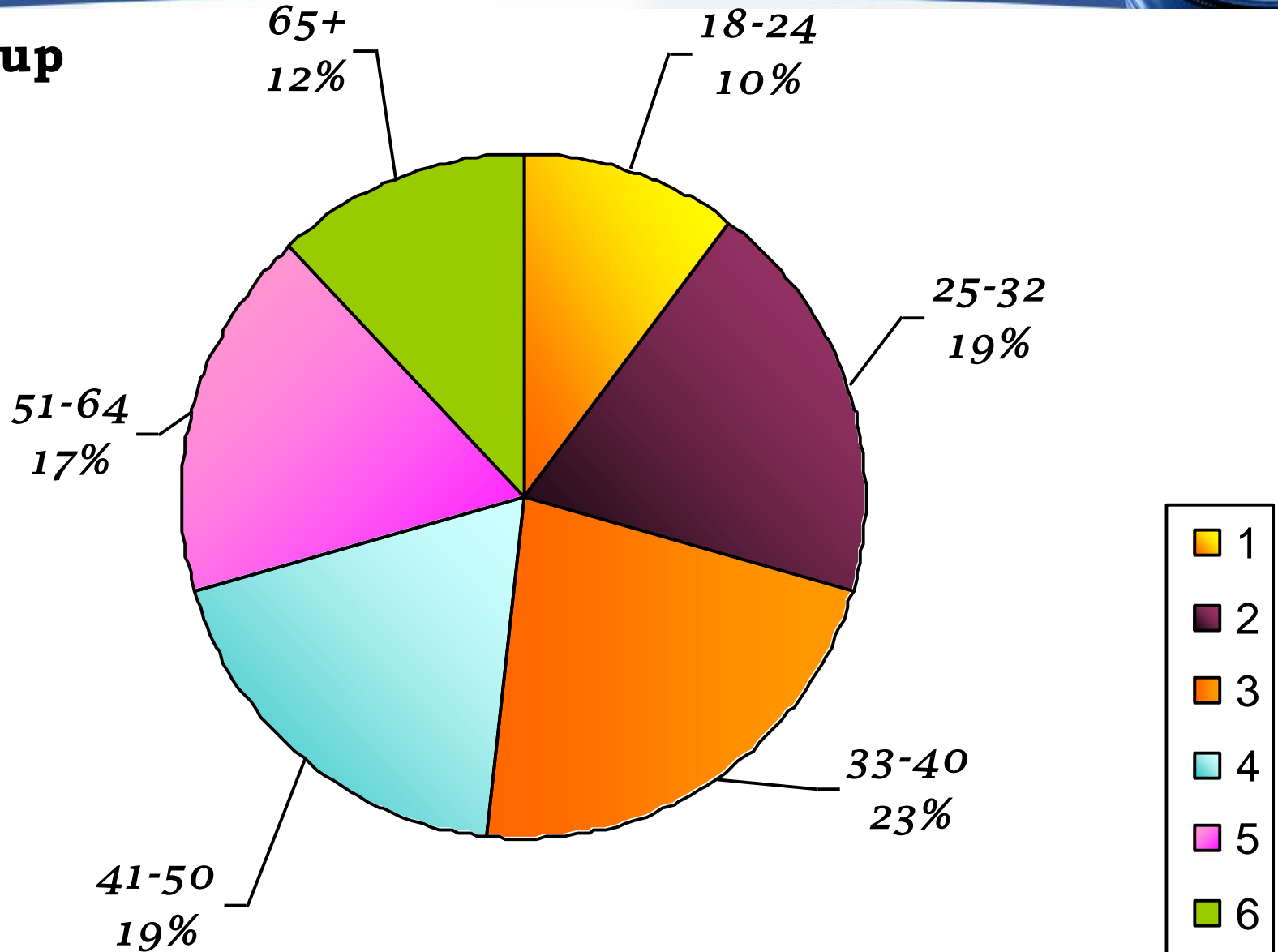
Gender



PATIENT SURVEY and PRG PROFILE



Age Group



PATIENT'S COMMENTS ABOUT THE SURGERY



They are hard working and willing to listen to patients

P T

Very friendly surgery, have time for you, very pleased

D S

I have always received good service - excellent receptionists

J H

Very good doctor's and face to face services

F S

All in all I am very satisfied with the service, I get from DR Shantir's surgery

D S

PATIENT REPRESENTATIVE GROUP MEETING



CONCERNS RAISED

Telephone Queuing system

Would like a Notice Board with regular updated information

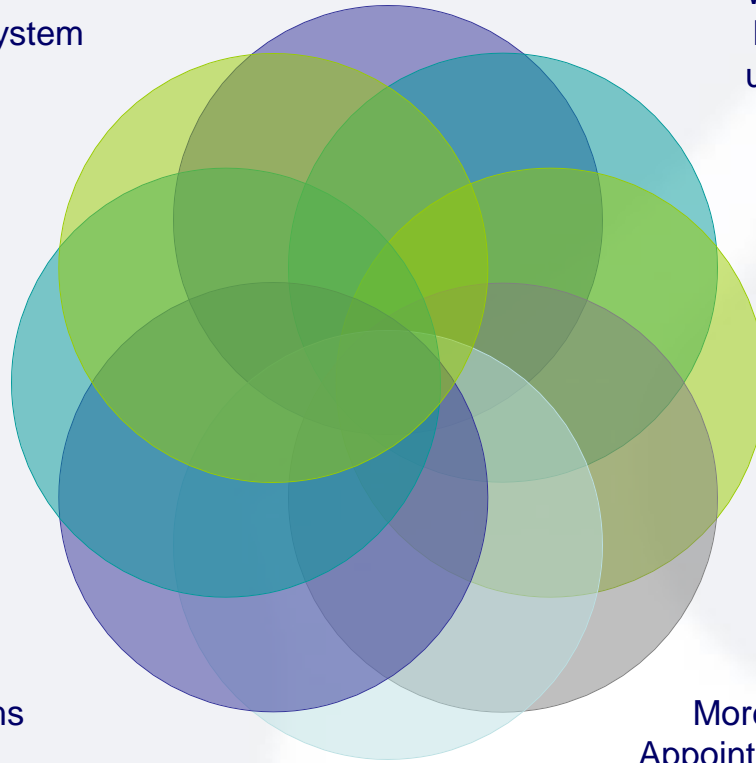
Blood Test Enquiries to be dealt with after 11am

Improvement on Telephone Management

Synchronised Items on Prescription

More Slots for Emergency Appointments with Doctors/Triage

Letter to Council RE Parking Space and Time Permitted




OUR ACTION PLAN:



We are very happy that our doctors and nurses were rated highly in all of the aspects related to good patient care, these included listen to patients, involving patients in their care and treating them with dignity & respect.

- Discuss results and comments with all staff
- Notice for patient to inform reception staff if they have been waiting longer than 20 minutes
- We also feel that some patients may not be aware of the Minor Ailments Scheme offered by their local Chemist, we would like to give our patients more information about these in order to reduce waiting time for/at appointments
- To inform patients' about the availability of our Triage nurse to facilitate our appointment system as well as reducing time for patients
- Sync Prescriptions for patients on many long term medications
- The PRG has expressed their views about limited time and space for the parking, they would like to write to The Council requesting to extend 1/2 hour parking permitted to an hour and to make more space available as patients attending the Centre are on the increase
- To arrange with the company supplying the telephone system to adjust the message on the voice mail according to PRG suggestions



We would like to take this opportunity to thank all of those patients who kindly completed a patient survey. Your feedback is crucial in helping us to understand the needs of our patients and how we can improve the services we offer.

DR D SHANTIR PRACTICE