

Survey Report

Our practice regularly runs surveys to ask our patients views on services offered and any scope on improvement

A summary of findings of the patient survey and how it was carried out, the discussions between the practice and the PRG, and the agreed outcomes

To find the initial priorities and issues for the practice, patients were asked questions based on the overall communication with doctors, nurses and non-clinical staff members. It was communicated with the PRG group to do a feedback survey and to keep to a minimum of 4 questions to encourage participation and save time. The survey was e-mailed to our PPG group to comment and approve the survey questionnaire. After receiving a positive feedback the survey questions were circulated, week commencing 04/03/2013 by members of the staff to all of our patients who provided us with their e-mail addresses and also an in-house survey was carried out in which the survey questionnaire was given to all patients who approached the front desk for any reasons i.e. appointments, repeat prescriptions, and general queries, or to collect test forms or deliver the specimens.

Out of 200 only 125 completed surveys were received back. Many of our given surveys did not get back to us before the deadline and few were never returned. The survey was analysed internally using practice staff to produce the necessary spread sheets and charts for accurate analysis and was presented as a Slide show at <http://www.nhs.uk/Services/GP/Performance/DefaultView.aspx?id=44750>

And it is also published on our website drshantirpractice.co.uk and a printed poster of the survey results will be put up on the notice board in the premises.

The questions asked were:

Your view about the Surgery?	Excellent	Good	Average	Poor	Total
	51	55	19		125
Your view about Communications?	Excellent	Good	Average	Poor	
Face to Face	63	52	10		125
Telephone	10	48	26	35	119
Postage	40	51	12	1	104
Your view about Telephone Consultations?	Helpful	Not Helpful	N/A		
	66	17	26		109
Your view about Extended Hours?	Helpful	Not Helpful	N/A		
	72	9	23		104

Practice Population and PRG Profile

Ethnicity

<u>White</u>	<u>40</u>
<u>Mixed</u>	<u>16</u>
<u>Asian or Asian British</u>	<u>30</u>
<u>Black or Black British</u>	<u>19</u>
<u>Other Ethnic</u>	<u>12</u>
<u>Not stated</u>	<u>8</u>
<u>Total</u>	<u>125</u>

Age

<u>18-24</u>	<u>12</u>
<u>25-32</u>	<u>25</u>
<u>33-40</u>	<u>29</u>
<u>41-50</u>	<u>24</u>
<u>51-64</u>	<u>21</u>
<u>65+</u>	<u>14</u>

Gender

<u>Female</u>	<u>66</u>
<u>Male</u>	<u>59</u>
<u>Total</u>	<u>125</u>

In the PRG meeting the survey results were discussed and it was pointed out that it was difficult for the patients to get through the phone lines to obtain appointments. The Practice Manager has appointed two receptionists to answer the phone lines as we have 3 lines dedicated to the patients and one as a fax. The management has decided to arrange with the company supplying the telephone system to adjust the message on the voice mail according to PRG suggestions and we are looking into the future development of booking appointments online.

Our extended hours and Telephone consultations have been appreciated by our patients, especially who are unable to make it to the practice before 6:30pm.

In the PRG meeting we were very happy to hear that our doctors and nurses were rated highly in all of the aspects related to good patient care, these includes listening to patients, involving patients in their care and treating them with dignity and respect.

DR D SHANTIR PRACTICE
FOREST ROAD MEDICAL CENTRE

Action plan agreed with Patient Profile and PRG

Points raised:

1. Would like a notice board with regular updated information about the changes implemented by the department of health which will be imposed on GPs from 1st of April 2013 and the impact on patients health and care
2. Improvement on telephone management
3. More slots for appointments with Doctors/Triage
4. District nurses services been reduced and longer waiting times
5. Delays in discharge summaries sent by hospitals
6. Role of minor ailment scheme run by pharmacists

Action plan for the above points raised:

1. Surgery notice board to be updated regularly with useful information as per received from the CCGs. The notice will also include a report about patients DNAs per month.
2. We have moved to another telephone service provider (Apogee) who's providing us with 3 telephone lines and 1 designated line for faxes. During the peak times a minimum of two receptionists are answering the phone calls to help patients access.
3. More appointments have been offered as we have extended our opening times, Monday evenings from 4pm to 7:30pm and the rest of the working evenings till 7pm, more appointments with doctors and nurses are on offer. Our nurse triage system continues to be a successful way to help patients as well as the doctors telephone consultation session 11:30am to 12:30pm
4. To address reduced services from the district nurses. GP will discuss this issue with the CCG (clinical care group) which replaces the PCT from 1st of April 2013.
5. To address the problem of delays in receiving discharge summaries from the hospitals as the waiting time at the moment is 4-6 weeks to receive the discharge letters. This subject could be discussed in the next CCG meeting.
6. We feel that some patients are still not aware of the Minor ailment scheme run by the pharmacists. We would like to give our patients more information about these services in order to reduce waiting time for/at appointments. The leaflet 'Pharmacy First' is available at the reception and the surgery notice board.