

The Patient Survey 2011 – Our Action Plan

Our Practice Participation Group produced a survey which was available in the surgery during October 2011, and was also available online via the practice website. There were 128 responses to our survey; 2 were online, the rest were filled out in the waiting room. The Group met to discuss the results on Tuesday, 29 November 2011. Not all patients answered all questions, so they sum totals do not always equal 128.

We asked patients to indicate what they were interested in reading about in the waiting room. The three highest scores were:

- 68 patients (53% of the respondents) were interested in reading information about particular illness or diseases.
- 66 patients (51%) were interested in reading general magazines
- 52 patients (40%) were interested in support groups relevant to particular problems

We noted that we had very little information on understanding particular illness or disease in the waiting room. The group also discussed the awkwardness that some people can feel browsing leaflets in full view of others who are waiting.

Plan:

- 1 To try to find some good quality, trustworthy leaflets on understanding particular illnesses or diseases*
- 2 To investigate the option of displaying the leaflets in more ordered fashion so that different subjects are not mixed together*
- 3 To investigate the option of displaying leaflets on these sensitive subjects in the corridors near the consulting rooms, which are a little more private than the waiting area, and may be useful for doctors and nurses to show to patients as they leave.*

We asked patients what information they were aware of in the consulting room. There was a generally standard level of awareness of approximately 35% - with more patients being aware of information on pain and on mental health issues than on other topics. We did not formulate an action plan around this area.

We asked patients if they had ever accessed the practice website – www.wellspringmedicalpractice.co.uk 26 had, but 100 had not. The group found this very surprising. It had been noticeable that during the time of the survey, use of the website had increased – several patients had used it to send messages about changes in address detail or to send information to be uploaded to their medical records.

Plan:

4 To try to raise the profile and general awareness of the website – add details to the letterhead, the prescriptions, make a poster to go near the check-in screen, investigate options of using the Life Channel TV screen to advertise it and add, if possible, to the name board outside.

We asked patients what information they would like to see on our website.

Plan

5. To review the website content to ensure that, if possible, all the areas suggested are covered. It will not be possible to add appointment availability since it changes constantly – but booking appointments online is already a service we have available.

We asked patients if they felt they were aware of our opening and closing times. 81 patients (63%) felt that they were, but in fact only 50% of patients knew that appointments could be booked from 7.15am until 7.30pm. We also asked how satisfactory, on a scale of 1 to 5 the patients felt our opening hours to be. 108 patients (84%) felt the hours were extremely good (rated at 4 or 5 out of 5). A small number of respondents suggested that weekend opening, particularly on Saturday morning, would be useful. The Group felt that the level of satisfaction with the current hours was sufficiently high; they decided against asking the doctors to consider weekend opening. There are also good alternatives for available via walk-in centres.

Plan

6. To publicise surgery times more widely – particularly on the website. To ensure that there is good information about walk-in centres and late-opening pharmacies available at the surgery.

We asked the patients how often, on a scale of 1 to 5) they felt they were sure of which doctor or nurse they would be seeing for their appointment. 86 (67%) felt that they were quite sure (4 or 5 out of 5).

We asked patients if they believed they had ever missed an appointment. 89 (69%) believed that they had not; however the Group reviewed a report detailing how much time had been lost in the last month, listed by number of appointments and hours of time. This seemed to demonstrate a lack of insight into the proportion of appointments that are wasted; an average of 160 doctor and nurse appointments are wasted every month. 96 patients (75%) said that a text

reminder would be acceptable to them to remind them of pre-booked appointments. Other suggestions for reducing wasted appointments such as phone calls or emails were discussed but rejected on the grounds of cost, time or lack of confidentiality. The practice is not allowed to charge for lost NHS appointments, but may charge for lost time for private services such as employment or insurance medicals. The Group felt it may sometimes be difficult for patients to get through by phone as lines are often engaged.

Plan

7. Ask the reception staff to ensure that they name the doctor or nurse to the patient when the appointment is made.

*8. Commence a project to ask patients to opt **Into** or **Out of** a text reminder service and ask patients to keep the practice informed of any change in mobile number.*

9. Ask the practice to consider providing another telephone line to relieve congestion on the lines; or provision of a number to text to.

10. Consider provision of practice details, website etc on a board at the Killingworth Centre; the Group believed that another neighbouring practice did something similar. To be investigated!