

## The Patient Survey 2013 – Our Action Plan

The practice patient participation group met in October 2013 to discuss subjects for the patient survey. The survey itself was available in the waiting room during November and December, and was also published online. A total of 63 surveys were completed in the waiting room, and 3 online.

We asked:

1) In general, what do you think our strong points are as a practice? We left a blank box for people to write their own comments – we made no suggestions. This meant that a wide range of areas were raised.

The top rated area was our reception staff – mentioned by 41%  
Second was the doctors and nurses – mentioned by 32%  
The range of appointment times, availability and ease of booking was mentioned by 22% as was the cleanliness, comfort and warmth of the building.

Other positive comments were about the fact that there's lots of information around (we have worked on this, following previous surveys) the atmosphere, the effort put in for emergency care, the text reminders for appointments, the range of practitioners available under one roof, the online services, Flu Saturdays and the supportive health visiting team.

We asked:

2) What do you think we could do better? Again, this was left blank for patients to make their own choices.

14% requested more late appointments, including with nurses  
10% wanted us to address the time spent waiting in the waiting room  
10% wanted faster appointment availability  
6% felt the reception staff were too intrusive and asked too many questions

Other areas commented on were to see the same GP regularly (continuity of care), longer appointments, separate waiting areas for doctors and nurses, more courteous reception staff, an electronic call board and to listen more – one person reported not feeling valued.

*Action Plan:*

- *Liz to consult with the nursing team to see if anyone would be willing to do an early or late clinic*
- *Liz to make the clinicians aware of the frustration of late running clinics and highlight the need for reception staff to update patients on late running clinics when they can*

- *GPs and Nurses need reception staff to ask appropriate questions in order for appointments to be made with the right person at the right time for the right duration; we need to publicise the fact that this is their role.*
- *Discuss options of a message pad on desk for sensitive enquiries / appointment types*

We asked about patients' knowledge of the repeat prescribing service. Replies were asked only from those who have repeat prescriptions (50 people):

- 3) Did you know you can
- a. Use the dedication prescription line? 50% said yes
  - b. Leave a slip in the box at the door? 24% said yes
  - c. Register to make requests online? 48% said yes
  - d. Use repeat dispensing for stable medicines? 44% said yes

*Action Plan:*

- *Reception staff could spot patients who might benefit from using one of these systems and speak to them about it – perhaps having a focus for one month, which would pick up a lot of people*
- *We should do a focus on the waiting room TV screen*
- *We should use the PPG message board to do a feature on prescriptions, and include electronic prescriptions*

We asked:

- 4) How well do you think we communicate as a practice? What kind of information would you like us to provide (i.e. what format) and what sort of things do you want us to tell you about?

This question was scored by rating us from 1 (poor) to 5 (excellent) 65% of those who responded felt we communicated well, scoring us at 4 or 5 out of 5. Only 3 patients scored us at 1 out of 5.

Most patients felt a Newsletter was the best way to communicate and wanted to know about

- Any changes at all – people, clinics, times ...
- Health news eg outbreaks,
- New vaccines (shingles)
- Workshops (eg confidence building)

Text reminders and updates were also very popular – particularly for the flu season and to let a lot of people know something promptly.

The website was the next most popular choice. The PPG felt the website was now quite good, but we need to refresh it.

*Action Plan:*

- *Look at the website and see what we can do the refresh it and make it look interesting (again) to those who use it regularly*
- *Investigate the possibility of a Newsletter Stand to put near the check-in screen*
- *Who's Who – a photo board would be helpful so patients can identify the person they want to speak to or have an appointment with*
- *The space near the check-in screen is a good focal point – we should make that a regular communication point and update what we put there regularly so that people take note of it.*