

The Patient Survey 2012 – Our Action Plan

Our Practice Participation Group produced a survey which was available in the surgery during October and the first 3 weeks of November 2012, and was also available online via the practice website. There were 53 responses to our survey; 1 was online, the rest were filled out in the waiting room. The Group met to discuss the results on Wednesday, 21 November 2012. Not all patients answered all questions, so they sum totals do not always equal 53.

1. We asked patients “Do you feel you know as much as you NEED to know about the move to Clinical Commissioning Groups?” Answers were scored on a range of 1 – 5 where 1 = not enough and 5 = plenty. 40 patients (75.5%) scored their answer as 1 or 2 – i.e. not enough.

2. We also asked “Do you have any worries about this move, or are you quite comfortable with it?”

The largest numbers (61.5%) scored 2 or 3 to indicate that they were quite worried about this move.

3. We asked patients what their concerns were – the concerns listed were chiefly about a) the impact on the practice b) lack of a general understanding about the political shift c) the financial implications for healthcare in general

Plan:

*To investigate answers which will address patients’ specific concerns
To source good quality, easily understandable material about the move to CCG management
To inform patients about local patient-centered events (meetings, consultations etc)*

4. We asked “Would you be keen for the practice to try to tell patients more about what is happening?” and to rate their interest in this on a scale of 1 – 5 (1 = not interested, 5 = very interested). 85% of patients scored 4 or 5 for their interest in the practice informing them more.

5. We also asked “If yes, what kind of format (Newsletter, website, posters, meetings) would be most helpful to you. Are there any questions in particular you want us to answer?”

Plan:

The patients’ top-scoring choice (62%) was for Newsletters and information on the website. Practice to write some suitable information to share first with the PPG and then with the full patient population

Pilot the use of Text alerts to let patients know when there is updated information available

There was also some enthusiasm for posters – practice to look at creating display areas of up to date information about the CCG

Patients were keen to know about the implications for the GPs, their patients and the local health budgets

6. We asked “Clinical Commissioning Groups are supposed to listen to what patients say. Would you be interested in the possibility of getting involved?”

28% of patients said yes; some of those left their contact details, which we will keep on file.

Plan: As we are informed that opportunities are arising we will let those patients know what groups are being set up.

7. We asked “Self help and patient education is a great way for the NHS to save money.

Last year the practice invested in more leaflets and booklets. We think the next step might be some self-help workshops. Would you be interested in a mini-series of workshops on looking after common health problems?”

28% said yes – and gave a large list of areas of interest!

Plan: Invite the doctors to comment on the areas listed to see what they feel would be feasible and whether there are small groups of patients who might particularly benefit

Contact local health charities (eg mental health charities) to see whether a mini series of workshops may be possible – we could pilot one or two topic areas
Investigate good quality sources of self-help information