

Patient Survey Report 2015-2016

A total of 150 paper surveys were distributed to patients seeing Doctors, the Advanced Nurse Practitioner, Nurses and Healthcare Care Assistants during this time. Those participating in the survey did so anonymously under the instruction to complete the survey after the consultation based on the events prior to and during the consultation. Patients were encouraged to complete the surveys whilst they were at the surgery. A sealed box was placed on the Reception Desk in the Waiting Room to deposit completed surveys. The box was emptied and surveys processed daily by the Deputy Practice Manager. All patient surveys have been kept for reasons of probity.

130 completed surveys were returned. It was agreed by the PPG that this was an excellent take-up.

CB & KD summarised that of the 130 surveys returned, 31% were returned by male patients and 58% by female patients. The ethnicity mix was 88% "White British" and 1% "Any Other White Background". There were no completed surveys from any other ethnic group.

The age distribution was as follows:

Under 18	2%
18-24	5%
25-34	14%
35-44	11%
45-54	18%
55-64	13%
65-74	13%
75-84	11%
85 and over	2%

CB distributed an overview of the outcome of the survey in percentage format for review by the PPG. The overview clearly displayed areas where the practice had scored well and also those areas where improvement might be needed. This enabled the practice and the PPG to agree and approve an Action Plan based upon the results and findings.

Overall the PPG felt that the results were very good and encouraging. In particular, comment was made about positive feedback on the following questions:

Getting through on the phone: 46% found this "Very Easy" and 32% "Fairly Easy". This was encouraging and an indication that the phone system and process of answering incoming telephone calls has improved since last year.

Were you able to see a doctor on the same day or the next two weekdays?: 72% answered "Yes". This is very encouraging about access to appointments at the surgery.

How long after your appointment time do you normally wait to be seen?: 77% said they are seen in under 15 minutes, which was encouraging.

How do you feel about how long you normally have to wait?: 68% felt they don't normally have to wait long. It is good to know that the majority of patients do not feel they have to wait too long to be seen.

In the Reception Area, can other patients overhear what you say to the Receptionist?: 65% said yes, but they don't mind. This is also an improvement on last year which was felt to be a result of the sign asking patients to stand away when there is another patient and advertising the use of the Interview Room.

Patient Survey Action Plan

Having discussed the findings of the survey the following Action Plan was agreed:

Area	Obtaining test results by phone
Recommendation	To promote in the Patient Newsletter
Action	To write in the Patient Newsletter that test results can be obtained by telephone
Lead	CB/KD/MJ
Timeframe	End of April 2016
Comments	Feedback progress at next PPG Meeting on 26 th April 2016

Area	Patient Confidentiality
Recommendation	Continue to promote private room
Action	Continue to promote the use of the Interview Room if needed
Lead	CB
Timeframe	Ongoing
Comments	Sign already advertising

Area	Survey results
Recommendation	To promote the Patient Survey results
Action	Display the results on the practice Notice Board in colour graph format and on the LCD "Power-Point" presentation display screen. Post Patient Survey Report on Practice Website.
Lead	Carol Brown
Timeframe	By the end of March 2016
Comments	Achieved