

## Patient Survey Report 2016-2017

A total of 150 paper surveys were distributed to patients seeing Doctors, the Advanced Nurse Practitioner, Nurses and Healthcare Care Assistants. 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 by the Reception Manager. All patient surveys have been kept for reasons of probity.

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

KD summarised that of the 143 surveys returned, 39% were returned by male patients and 57% by female patients. The ethnicity mix was 93% "White British", 1% "Indian" and 1% "Any Other Asian Background".

The age distribution was as follows:

|             |     |
|-------------|-----|
| Under 18    | 0%  |
| 18-24       | 2%  |
| 25-34       | 13% |
| 35-44       | 13% |
| 45-54       | 16% |
| 55-64       | 19% |
| 65-74       | 20% |
| 75-84       | 9%  |
| 85 and over | 3%  |

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:** 39% found this "Very Easy" and 44% "Fairly Easy". This was encouraging and an indication that the phone system and process of answering incoming telephone calls continues to be easy to get through.

**Obtaining results by phone:** 27% found it very easy to obtain their results by phone which is a great improvement on last year. This could be due to clinicians advising patients of what they need to do following their tests. The results also show that more patients have tried to obtain their results by phone since last year.

**Were you able to see a doctor on the same day or the next two weekdays?:** 76% answered "Yes". This is very encouraging about access to appointments at the surgery and has improved since last year. This could be done to the new advanced access implemented at the surgery.

**How long after your appointment time do you normally wait to be seen?:** 83% said they are seen in under 15 minutes, which was encouraging and an improvement on last year.

**How do you feel about how long you normally have to wait?:** 72% 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.

**How easy is it for you to get an appointment with a Practice Nurse/Health Care Assistant at the surgery?** 57% felt that it is very easy to get an appointment with a Practice Nurse/Health Care Assistant at the surgery which is an improvement on last year which could be the result of new members of staff being recruited over the past year.

**In the Reception Area, can other patients overhear what you say to the Receptionist?:** 72% said yes, but they don't mind. This is also an improvement on last year.

## Patient Survey Action Plan

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

|                       |   |
|-----------------------|---|
| <b>Area</b>           | Requiring a named GP  |
| <b>Recommendation</b> | To advise patients that 48 hour appointments are available. |
| <b>Action</b>         | To advertise in Patient Newsletter                          |
| <b>Lead</b>           | CB  |
| <b>Timeframe</b>      | End August 2017   |
| <b>Comments</b>       |   |

|                       |                                       |
|-----------------------|---------------------------------------|
| <b>Area</b>           | Waiting times                         |
| <b>Recommendation</b> | Display waiting times on a wipe board |
| <b>Action</b>         | Purchase wipe board                   |
| <b>Lead</b>           | CB                                    |
| <b>Timeframe</b>      | End of August 2017                    |
| <b>Comments</b>       |                                       |

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

|                       |   |
|-----------------------|---|
| <b>Area</b>           | Survey results  |
| <b>Recommendation</b> | To promote the Patient Survey results   |
| <b>Action</b>         | 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. |
| <b>Lead</b>           | Carol Brown/Katie Day   |
| <b>Timeframe</b>      | By the end of August 2017   |
| <b>Comments</b>       |   |