

## Patient Survey Report 2017-2018

A total of 150 paper surveys were distributed throughout June 2018 to patients seeing Doctors, the Advanced Nurse Practitioners, 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.

118 completed surveys were returned. It was agreed by the PPG that the take-up had reduced somewhat from the previous year. KD explained that Reception did struggle to find willing patients to participate.

KD summarised that of the 118 surveys returned, 36% were returned by male patients and 60% by female patients. The ethnicity mix was 92% "White British", 2% "Irish", 1% "Any other white background" and 1% "White & Black Caribbean".

The age distribution was as follows:

Under 18	1%
18-24	4%
25-34	17%
35-44	10%
45-54	8%
55-64	19%
65-74	16%
75-84	8%
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:** 47% found this "Very Easy" and 37% "Fairly Easy". This was an improvement on the previous year and an indication that the increase in Reception staff has improved the process of answering incoming telephone calls and it continues to be easy to get through.

**How do you feel about how long you normally have to wait?:** 76% 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 despite the percentage of patients being seen within 15 minutes reducing slightly (by 4%).

**Do you have confidence and trust in the doctor you saw?** The percentage of patients that definitely feel they have confidence and trust in the doctor has increased by 7% which was felt to be a good improvement.

**How easy is it for you to get an appointment with a Practice Nurse/Health Care Assistant at the surgery?** 66% felt that it is very easy to get an appointment with a Practice Nurse/Health Care Assistant at the surgery which is a further improvement on previous year's figures which could be the result of new members of staff being recruited over the past year's.

**How would you rate the helpfulness of the receptionists at the surgery?:** There has been further improvement with 73% of patients rating the Receptionists as "very good" and 23% rating the Receptionists "good". This is very encouraging and has been fed back to the Reception team.

## Patient Survey Action Plan

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

<b>Area</b>	Obtaining blood test results
<b>Recommendation</b>	Explain to patients what information Reception are/are not able to convey
<b>Action</b>	Posters/website/Facebook
<b>Lead</b>	KD
<b>Timeframe</b>	3 months
<b>Comments</b>	

<b>Area</b>	Obtaining blood test results
<b>Recommendation</b>	Sending results via SMS
<b>Action</b>	Discuss with clinicians
<b>Lead</b>	CB
<b>Timeframe</b>	6 months
<b>Comments</b>	

<b>Area</b>	Reception area
<b>Recommendation</b>	Continue to promote privacy and ability to speak in Interview room
<b>Action</b>	Continue to display signs
<b>Lead</b>	CB & KD
<b>Timeframe</b>	
<b>Comments</b>	