

Patient Survey Report 2019-2020

A total of 100 paper surveys were distributed throughout June and July 2019 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 Assistant Practice Manager. All patient surveys have been kept for reasons of probity.

62 completed surveys were returned. It was agreed by the PPG that the take-up had reduced significantly from the previous year. KD explained this was possibly due to the amount of patients that now mark themselves in on the patient arrival screen as opposed to the Reception desk. Although we did advertise that we were running the survey with posters throughout the surgery, patients did not approach Reception to complete the surveys unless asked.

KD summarised that of the 62 surveys returned, 39% were returned by male patients and 52% by female patients. The ethnicity mix was 90% "White British, as some surveys did not have the demographics completed.

The age distribution was as follows:

Under 18	0%
18-24	3%
25-34	18%
35-44	10%
45-54	16%
55-64	18%
65-74	13%
75-84	10%
85 and over	2%

KD 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:

How long after your appointment time do you normally wait to be seen?: 55% waited 5-15 minutes, 15% waited less than 5 minutes and 21% were normally seen on time. These are all an increase on the previous year which shows that patients feel they are seen quickly and are not having to wait too long.

How do you feel about how long you normally have to wait?: 85% felt they don't normally have to wait long. This was a 9% increase on the previous year and is great to know that patients feel they do not have to wait long to be seen.

How would you rate the helpfulness of the receptionists at the surgery?: There has been consistent on last year with 74% of patients rating the Receptionists as "very good" which is an increase of 1%. This 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:

Area	Making appointments and requesting medication on-line
Recommendation	Continue to promote on-line services
Action	Posters/website/Facebook/Receptionist advising patients
Lead	Reception
Timeframe	3 months
Comments	

Area	Access
Recommendation	More appointments to be made available to pre-book
Action	Change appointments on System1
Lead	KD
Timeframe	1 week
Comments	

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