

2011/2012 Survey Report

The purpose of this group is to allow patients the opportunity to work with the practice in providing a high-quality service. This includes:

- Contribution to the continuous improvement to the surgery.
- Breakdown communication barriers between the practice and patients.
- Help other patients

The Current PRG Members are:

- a. Joyce Mitchell – Shawswood Residential Home representing elderly care
- b. Vikesh Sethi
- c. Manubhai Patel
- d. Jackie Rogers – Kingsdown House – representing patients with learning difficulty
- e. Thilani Jayasinghe
- f. Henry French
- g. Julie Buckley

Jiksha Patel – Practice Manager

If you would like to become a member of the Patient Group then please get in contact with the Practice Manager

The Patient Group met and discussed implementing a patient questionnaire to establish where the practice was at, and what, if anything, could be improved upon.

A number of questions were decided upon by the group and they suggested that 50 surveys per GP would provide be a good sample of views. This meant that 200 surveys would be distributed to patients to collect their opinions of the practice, and the group decided that asking patients to complete the survey at the Practice and when attending would ensure a good response rate.

The questions and breakdown of the results can be found in the Word document below.

Findings

The surveys were handed to patients at the practice and results were collected. The survey results were analysed and a meeting arranged for the Patient Group to discuss the findings.

The following findings were noted:

1. Majority felt the receptionist are very helpful / Helpful
2. There were no issues identified with finding the practice
3. Travelling and parking at the surgery had mixed opinions. Parking is a problem around the school times.
4. Opening times had mixed results, however the majority were satisfied.

5. Telephone access has been highlighted, as a difficulty but mainly at peak times.
6. Availability of appointments with the GP was not an issue for the majority.
7. No concerns were highlighted accessing nurse appointments.
8. Majority of patients answering the question of level of care were very satisfied and fairly satisfied.
9. No concern with the information that is received from the practice.
10. Majority felt that the clinician had good patient involvement in their consultation.

Overall, the group felt that it was a fair reflection of the practice and it should be recognised that the practice works hard to deliver a good service to the majority of its patients.

A number of areas did show that there is room for improvement.

The parking at the Practice was discussed however the Practice Manager conveyed to the group they are limited in offering further parking facilities, due to its location and that is a shared car park with the neighbouring practice, as well as a shared entrance into the facility. The group agreed and recognised that no improvement is possible.

Telephone access was noted as at times being difficult. It was agreed that further telephone lines was not the answer, as it would not deliver a better service. It was agreed by the group that an audit should take place to see trends and to identify whether the reception team can improve the access for the patients via telephone.

Action Plan

The group decided on some changes and improvements that can be carried about, and the following actions were agreed:

Action Plan

Issues Identified	Possible suggestions for improvement	Action Plan	Date of action
A better visual experience when attending the surgery	Décor	Re-paint and improve signs	June 2012
Telephone access	Not known at this time	Audit to establish trends and to reveal cause of problem	Discuss results at next Group Meeting
Not fully aware of clinic times and appointment	Better communication of the surgery times	Inform patients of clinic times and appointments via	Discuss results at next

availability. Limited knowledge of services provided.	and services	noticeboard and website. Consider using the Jayex board to advertise Discuss the implementation of a Newsletter with the Practice Partners.	Group Meeting
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Surgery Opening Hours

Monday to Friday 8.30am to 6.30pm

Appointments are offered during weekdays, between 9.00am and 11.30am and in the afternoon between 2.00pm and 5.30pm. A number of appointments can be pre-booked up to 1 week in advance and the remaining appointments are book on the day.

Patients can see any doctor of their choice and the practice will endeavour to accommodate this. However patients who wish to be seen urgently might not be able to see a doctor of their choice, though we do try to accommodate patients' wishes where possible.

When there are no appointments available the practice operates a triage system. Please ask at reception for more information.

Extended Hours

The surgery offers late appointments after 6.30pm. Please ask at reception for more details.