

## **Survey**

It was agreed that a full scale survey should be undertaken by a professional organisation to ensure that the questions were professionally compiled and 276 responses collated with proven statistical relevance. There has been previous experience with a professional survey organisation and thus the availability of previous data for comparison purposes made it the logical first step and CFEP were recruited to carry out the survey.

The CFEP survey comprised of 28 questions in separate sections on staff, clinicians and the Practice in general were distributed randomly over a period of six weeks.

## **Results**

The Practice achieved an overall 88% on our patient survey. The scores were mostly equal or higher than the national average score based on practices of similar patient list size.

Out of the patients who completed the survey;

44% rated us as excellent

27% as very good

17% as good

and only 6% as fair.

## **Key findings from the survey**

The survey questions were divided into four categories and the most prominent findings from each were as follows;

**1. About the Practice-** Our patients found Telephone access to the Practice very difficult.

**2. About the Practitioner-** Our patients were satisfied with their visit, felt reassured and respected by the practitioners.

**3. About the Staff-** Our patients felt that our staff were informative and respectful.

**4. And Finally** – Our patients were satisfied with our reminder systems and our complaints/compliments procedures

**Which responses were the most positive?**

I have been a patient in this practice for many years and have always been treated with the best respect possible.

I am happy with my treatment and the thorough examination and respect for my needs.

The nurse at my appointment this time was excellent in her dealing with me, and the time allowed.

5 days a week availability for the nurse practitioner. Find her very skilled and approachable.

My marking of your survey is not just traditional flattery, but an expression of my gratitude for a very high standard of service.

The nurses had first class personal approach. I would not presume to suggest how she could improve medically!

**Which responses were the least positive?**

If the outcome of the result is 'no action', I would suggest telling the patient the results over the phone rather than making an appointment.

More flexible with appointment times and ability to book an appointment at a set time in advance.

Please fix the patient self check in screen!

Ensure a 'smile' from the receptionists.

I have trouble trying to get an appointment with the GP by ringing at 8am in the morning. It takes over 15 minutes and then all appointments have been taken.

Obtaining an appointment is very difficult. Suggest extended hours for seeing the nurses and nurse practitioners.

**Patient Participation Group Profile**

AGE BANDS	PRACTICE POPULATION %	PPG PROFILE %
UNDER 16	X	X
17-24	12	0
25-34	21	0
35-44	18.4	7
45--54	19	29
55-64	13	21
65-74	8.4	14
74-84	6	21
84 +	3	7

GENDER	PRACTICE POPULATION %	PPG PROFILE %
FEMALE	49.7	43.6
MALE	50.3	56.4

ETHNICITY	PPG PROFILE %
WHITE BRITISH GROUP	100
BLACK/BLACK BRITISH	0
ASIAN/ASIAN BRITISH	0
CHINESE OR OTHER ETHNIC GROUP	0

Meeting Date: 10<sup>th</sup> February 2014

Patient reference group (PRG) members present:

Joan Kidd  
Betty Shepherd  
Michael Hermmendinger  
Tessa Parkin  
Roger Parkin  
Hilda Lloyd  
Gus Cairns  
Alison Gibbons  
Patricia Vincent  
Mary Taylor  
Jayne Musspratt  
Greta Llewellyn-Jones  
Ray Harris  
Kath Harris

Practice staff present:

Dr Mills	GP Partner
Dr McNutt	GP Partner
Atiya Alam-Jones	Practice Manager
Dawn Riley	Deputy Practice Manager
Abby Jones	Medical Administrator

### **Main priorities identified by the PPG**

- Analysis of the increasing DNA's and action plan to reduce this.
- Improve access and look into innovative ideas to provide alternatives to the traditional face to face consultations.
- Increase the awareness of online services provided by the Practice

### **Main priorities identified by the Practice**

- Improve access to our clinicians.
- Improve the quality of service provided by our admin staff creating a welcoming and happy environment.
- Increase the frequency of PPG meetings and involvement.
- Carry out frequent topical surveys to improve our services.

**Action plan agreed in 2012-2013**

YOU SAID		WE DID
PRIORITY FOR ACTION	PROPOSED CHANGES	
To improve our services to meet the needs of carers	Carers information pack Updated carer register Annual health checks Flu campaign Carer link meeting update Regular information in newsletters and website	√
To involve young adults in the evolving healthcare system via social networking	Set up social networking sites for the Practice Regular health campaigns via SMS	√
The Practice to be more proactive in communicating regarding the new developments	Update website Newsletter updates Notice boards	√

**Action plan agreed for 2014-2015**

<b>PRIORITY FOR ACTION</b>	<b>WHO IS INVOLVED</b>	<b>ACHIEVABLE TIMEFRAME</b>
Improve access and look into innovative ideas to provide alternatives to the traditional face to face consultations	Partners Managers	31.03.2015
Analysis of the increasing DNA's and action plan to reduce this.	Managers IT	31.08.2014
Improve the quality of service provided by our admin staff creating a welcoming and happy environment	Managers	Ongoing with immediate start
Increase the awareness of online services provided by the Practice	Managers IT	Ongoing with immediate start
Increase the frequency of PPG meetings and involvement	Partners Managers PPG	Ongoing
Carry out frequent topical surveys to improve our services	Managers	Ongoing

As the result of the survey and the discussion with The Elms Patient Participation Group we have not changed our opening times and they remain as;

Opening Times

08:00am – 18:30pm Monday to Friday

Outside of these times and in an emergency which cannot wait till the surgery re-opens The Out of Hours can be contacted on 01244 343300

**Your details**

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JOB TITLE: Practice Manager

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